



## **REQUEST FOR PROPOSALS**

**FOR THE DEVELOPMENT OF AN INTEGRATED MEMBERSHIP,  
EDUCATION AND EXAMINATIONS MANAGEMENT INFORMATION  
SYSTEM**

**TENDER NO. ZICA/ICT/ERP/01/20**

**Zambia Institute of Chartered Accountants,  
Accountants Park, Thabo Mbeki Road,  
P.O. Box 32005,  
LUSAKA, ZAMBIA  
Tel: 374567; Fax: 255355**

**April, 2020**

## Consultants' Letter of Invitation (LOI)

Dear **Bidder**,  
Lusaka,

### **REQUEST FOR PROPOSALS FOR THE DEVELOPMENT OF AN INTEGRATED MEMBERSHIP, EDUCATION AND EXAMINATIONS MANAGEMENT INFORMATION SYSTEM**

#### **1. INTRODUCTION**

Zambia Institute of Chartered Accountants (ZICA) is a self-regulated membership body for the accountancy profession in Zambia, which was created by the repealed Act of parliament of 1982 and continues to exist under the Accountants Act of 2008.

#### **2. BACKGROUND**

The Institute, as part of its long term development strategy intends to enhance its organizational infrastructure in order to strengthen engagements with all stakeholders. The Institute is looking to have a robust and versatile membership, education and examinations management information system developed that offers convenient and easy to use functionality by members, staff and other stakeholders.

#### **3. REQUEST FOR PROPOSALS**

- 3.1 ZICA now invites eligible and qualified bidders to submit technical and financial proposals for **“DEVELOPMENT OF AN INTEGRATED MEMBERSHIP, EDUCATION AND EXAMINATIONS MANAGEMENT INFORMATION SYSTEM”** for the institute. Your proposal could form the basis for future negotiations and ultimately a contract between your organization and ZICA (hereinafter called “the Client”).
- 3.2 A detailed description of the Assignment is given in the attached **Terms of Reference (ToR)** and the Assignment shall be implemented in accordance with the ToR.
- 3.3 To obtain first-hand information on the Assignment and on the existing situation, you are encouraged to contact the Client before submitting the proposal. This must be done not less than 3 days before close of bid submission.
- 3.4 The Client shall provide the inputs specified in the ToR, and assist the Consultant in providing relevant data and information needed to carry out the assignment.
- 3.5 Please note that:
  - a. The costs of preparing the proposal and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the Assignment; and
  - b. The Client reserves the right to reject any or all of the proposals submitted.

#### 4. Documents

4.1 To prepare a proposal, please use the stated information:

- Terms of Reference
- Provide C.Vs of proposed key staff (developers/system designers) and similar assignments undertaken
- Technical proposal submission forms
- Financial proposal submission forms

4.2 If you require clarification on the Document you must notify the Client, **in writing, not later than ten (10) working days before the proposal submission date.** Any request for clarification in writing, or by cable, telefax or email shall be sent to the Client's address. The Client shall respond by cable, telefax or email to such requests, and copies of the response shall be made available to all prospective bidders. The Client's address for notice purposes is:

**Zambia Institute of Chartered Accountants (ZICA),**  
Plot 2374/a, Thabo Mbeki Road,  
P. O. Box 32005,  
LUSAKA.

**Attention:       The Procurement Officer**  
Telephone:       +260-211-255371  
Email:            [bchanda@ZICA.co.zm](mailto:bchanda@ZICA.co.zm)

4.3 At any time before the submission of proposals, the client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited consulting organisation, modify the documents by amendment. The amendment shall be published to all bidders and will be binding. The client may at its discretion extend the deadline for the submission of proposal.

#### 5. Preparation of proposal

You are requested to submit **One (01) original** and **Four (04) copies** of the proposal. The proposal shall be written in English language. As part of the technical proposal, the submission shall provide Preliminary information including proof of company registration if operating as a company in accordance with the Laws of Zambia such as:

- a. **Certificate of Incorporation,**
- b. **Valid Tax Clearance Certificate,**
- d. Indication of **Delivery Period,**
- e. Indication of **Payment Terms,**
- f. Indication of **Referees as Follows:**
  - a) *Minimum 3 for each key consultant proposed,*
  - b) *Minimum 3 for the bidding firm for which similar works were successfully delivered*

The technical and financial proposals shall be submitted at the same time. No amendments to the technical or financial proposal shall be accepted after the deadline. To safeguard the integrity of the process, the technical and financial proposals shall be submitted in separate sealed envelopes. The technical envelopes shall be opened immediately after the closing time for

submission of proposals. The financial proposals shall remain sealed and shall only be opened after evaluation of the technical proposal. For more details please refer to 5.7

### **5.1 Presentation (Not Applicable)**

You will be expected to make a presentation to a panel (ZICA Management) on a date and time to be communicated in due course; as part of your submission to be evaluated. Failure to make a presentation shall render the proposal non-responsive.

### **5.2 Technical Proposal**

In preparing the technical proposal, you are expected to examine all terms and instructions included in the documents. Failure to provide all requested information may result in rejection of your proposal. You are required to fill out and sign the technical submission form as per attached sample.

### **5.3 Evaluation of Technical Proposal**

The Client shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet. For more details please refer to 6.2 and 6.3

### **5.4 Terms of Reference (TOR's) - Refer to appendix 2**

### **5.5 Submission, Receipt and Opening of Proposal**

**The technical proposal shall not include any financial information.\***

5.5.1 The Consultant is required to submit the financial information according to the Financial Proposal Submission Form as per sample provided indicating the professional rates chargeable. **Costs shall be expressed in Kwacha or United States Dollars inclusive of all applicable taxes; if applicable, must provide for and clearly indicate separately applicable withholding tax payable on consultancy fees.**

5.6 In the event of any discrepancy between the copies of the proposals, the original shall govern. The original and each copy of the proposal shall be prepared in indelible ink and shall be signed by the authorized Consultants' representative. The person or persons signing the proposal shall initial all pages of the technical proposal.

5.7 The technical and financial proposal shall contain no interlineations or overwriting except as necessary to correct errors made by the Consultant himself. The person or persons signing the proposal shall initial any such corrections.

5.8 The Technical Proposal shall be marked "**ORIGINAL**" or "**COPY**" as appropriate. The Technical Proposals shall be sent to the addresses referred to herein and in the number of copies as indicated in the Data Sheet. All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.

- 5.9 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “TECHNICAL PROPOSAL” Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked “FINANCIAL PROPOSAL” followed by the Tender Number and the name of the assignment, and with a warning “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL.**” The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, reference number and title of the tender, and be clearly marked “**DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIALS APPOINTED, BEFORE 12<sup>TH</sup> JUNE, 2020**”. The Client shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

The completed proposal shall be delivered to the ZICA Offices and deposited in the Tender Box at the ZICA reception, Plot 2374/a, Thabo Mbeki Rd, not later than 14:30 hours on, **12<sup>th</sup> June, 2020**.

- 5.10 The proposals shall be **valid** for **Ninety (90) days** from the date of submission as indicated in para above. During this period, you shall keep available the professional staff proposed for the assignment. (If applicable)
- 5.11 Proposal received after the deadline for submission shall be recorded and returned unopened.

#### **ELECTRONIC AND TELEFAX AND TELEGRAPHIC PROPOSAL SHALL BE REJECTED**

#### **6. Proposal Evaluation**

6.1 The Quality and Cost based method shall be used (QCBS).

- i. The evaluation of the proposals shall be carried out in two stages: first the quality, and then the cost.
- ii. Evaluators of technical proposals shall not have access to the financial proposals until the technical evaluation is concluded.
- iii. From the time the Proposals are opened to the time the Contract is awarded, the Consultants should not contact the Client on any matter related to its Technical and/or Financial Proposal. Any effort by Consultants to influence the Client in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Consultants’ Proposal.

#### ***Proposal Evaluation Criteria***

#### ***Technical Evaluation***

- 6.2 The Evaluation Committee appointed by the Client shall carry out its evaluation, applying the evaluation criteria and point system specified below. The proposal shall be attributed to a technical score (*St*). If your scoring is less than 75 points then your proposal shall not be considered.
- 6.3 The Evaluation Committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub criteria, and

point system specified in the Data Sheet. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

- 6.4 Following the ranking of technical Proposals as described under 6.2 above, the client will examine the Financial Proposal of the first ranked Consultant. First, the Client will examine whether the Financial Proposal is complete, then the proposal will be checked for arithmetical errors. The reasonability of the following in comparison with the supporting documents submitted by the Consultant is examined as follows;
- a) The remuneration rates, overheads, profits etc
  - b) Other costs such as out of pocket expenses, transport and printing

**Financial evaluation**

- 6.5 For QCBS, the lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P =1) indicated in the Data Sheet:  $S = St \times T\% + Sf \times P\%$ . The firm achieving the highest combined technical and financial score will be invited for negotiations.

6.6 The points given to the technical evaluation criteria are:

#	Description	Points
(i)	<b>Specific experience of the organisation/consultant related to the Assignment</b> <ul style="list-style-type: none"> <li>• Have undertaken assignment of the same nature with reputable organisations.</li> </ul>	40
(ii)	<b>Adequacy of the proposed methodology and work plan in response to the Terms of Reference ( TOR)</b> <ul style="list-style-type: none"> <li>• Understanding of the Terms of Reference ( T.O.Rs)</li> <li>• Method – Approach to be used</li> </ul>	30
(iii)	<b>Qualifications and competence of the proposed consultant for the Assignment</b> <ul style="list-style-type: none"> <li>• Standard industry accepted qualifications relating to the TOR's</li> <li>• Relevant experience</li> <li>• Adequacy to the assignment</li> <li>• References (Individual &amp; Firm)</li> </ul>	30
<b>Total</b>		<b>100</b>

**7. Negotiations**

- 7.1 Prior to the expiration of proposal validity period, the Client shall notify the successful Consultant that submitted the highest scoring proposal in writing by registered letter, cable, telex or facsimile and invite it to negotiate the Contract. The aim of the negotiations is to reach agreement on all points and initial a draft contract by the conclusion of negotiations.

The invited Consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Consultant. Representatives conducting negotiations on behalf of the Consultant must have written authority to negotiate and conclude a Contract.

### **Technical Negotiations**

- 7.2 Negotiations shall commence with a discussion of your proposal, the proposed methodology (work plan), staffing and any suggestions you may have made to improve the ToR. Agreement shall then be reached on the final ToR, and the staffing, which shall indicate activities, staff, logistics and reporting. Special attention shall be paid to optimizing the required outputs from the Consultants within the available budget and to defining clearly the inputs required from the Client to ensure satisfactory implementation of the Assignment. The Client shall prepare minutes of negotiations which will be signed by both the Client and the Consultant.

### **Financial Negotiations**

- 7.3 If applicable, it is the responsibility of the Consultant, before starting financial negotiations, to contact the local tax authorities to determine the local tax amount to be paid by the Consultant under the Contract. The financial negotiations will include a clarification (if any) of the firm's tax liability in the Client's country, and the manner in which it will be reflected in the Contract; and will reflect the agreed technical modifications in the cost of the services. In the cases of QCBS, Fixed-Budget Selection, and the Least-Cost Selection methods, unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff nor other proposed unit rates.

### **Availability of professional staff/experts**

- 7.4 Having selected the Consultant on the basis of, among other things, an evaluation of proposed Professional staff, the Client expects to negotiate a Contract on the basis of the Professional staff named in the Proposal. Before contract negotiations, the Client will require assurances that the Professional staff will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate

### **Conclusion of Negotiations**

- 7.5 Negotiations will conclude with a review of the draft Contract. To complete negotiations the Client and the Consultant will initial the agreed Contract. If negotiations fail, the Client will invite the Consultant whose Proposal received the second highest score to negotiate a Contract.

## **8. Pre qualification**

- 8.1 The Consultant with a minimum technical score of 75 and above will be considered for next stage of the tendering process.

**9.0 Confidentiality**

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Consultants who submitted the Proposals or to other persons not officially concerned with the process, until the requisite official approval of the award of Contract. The undue use by any Consultant of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the procurement rules and regulations antifraud and corruption policy.

**10.0. Confirmation of receipt**

10.1 Please inform the Client by telex/facsimile;

- (i) That you received the letter of invitation;
- (ii) Whether you will submit a proposal

Yours Faithfully,

A handwritten signature in cursive script, appearing to read "Brian L. Chanda".

Brian L. Chanda  
**Procurement Officer/For CEO**



**Instructions to Consultants****DATA SHEET**

<b>Paragraph Reference</b>	
<b>1.1</b>	Name of the Client: <b>Zambia Institute of Chartered Accountants (ZICA)</b> Method of selection: <b>Quality and Cost Based Selection (QCBS)</b>
<b>1.2</b>	Financial Proposal to be submitted together with Technical Proposal: <b>Yes</b> Name of the assignment is: <b>DEVELOPMENT OF AN INTEGRATED MEMBERSHIP, EDUCATION AND EXAMINATIONS MANAGEMENT INFORMATION SYSTEM</b>
<b>1.3</b>	A pre-proposal conference will be held: <b>N/A</b> <b>Date: N/A</b> <b>Time: N/A</b>  The Client's representative for bidding purposes is: <b>The Procurement Officer</b> Address: <b>Zambia Institute of Chartered Accountants (ZICA),</b> <b>P. O. Box 32005,</b> <b>Plot 2374/a, Thabo Mbeki Rd,</b> <b>LUSAKA.</b> +260-211-255371 +260-211-255354 Email: <b>bchanda@ZICA.co.zm</b>
<b>1.4</b>	The Client will provide the following inputs and facilities: <b>All available documents and reports and also facilitate all contacts necessary for the proper implementation of the project and access to available information.</b>
<b>1.5</b>	<b>The Client envisages the need for continuity for downstream work: YES</b>
<b>1.6</b>	<b>Proposals must remain valid for Ninety (90) days after the submission date.</b>
<b>2.1</b>	<b>Clarifications may be requested not later than Ten (10) days before the submission date.</b>  <b>The address for requesting clarifications is:</b>  <b>Zambia Institute of Chartered Accountants (ZICA)</b> <b>Procurement Officer,</b> <b>For Chief Executive Officer,</b> <b>P. O. Box 32005,</b> <b>Plot 2374/a, Thabo Mbeki Rd,</b> <b>LUSAKA.</b> +260-211-255371

	+260-211-255354 <b>E-mail: <a href="mailto:bchanda@ZICA.co.zm">bchanda@ZICA.co.zm</a></b>
3.1	<b>Proposals shall be submitted in the following language: English</b>
3.2 (a)	Shortlisted Consultants may associate with other shortlisted Consultants: <b>No</b>
3.2 (b)	The delivery date for the fully tested and operational application <b>shall be agreed upon on award but completion shall have to be within 3 months after notice of award...</b>
3.3	The format of the Technical Proposal to be submitted is: <b>Full Technical Proposal (FTP)</b>
3.4	Consultant to state local cost in the national currency or US Dollar: <b>Inclusive of VAT</b>
3.5	Consultant must submit <b>1 Original and 4 Copies</b> of the Technical Proposal and Financial Proposal.
4.1	The Proposal submission address is:  <b>Zambia Institute of Chartered Accountants (ZICA)</b> Procurement Officer, For Chief Executive Officer, P. O. Box 32005, Plot 2374/a, Thabo Mbeki Rd, <b>LUSAKA.</b>  Proposals must be submitted no later than:  <b>Date: 12<sup>th</sup> June, 2020</b>  <b>Time: 14:30 Hour's Zambian Local Time.</b>
5.1	Criteria, sub-criteria, and point system for the evaluation of Full Technical Proposals are: <b>Refer to 6.6</b>
5.2	The single currency for price conversions is: <b>United State Dollar (US\$)</b>  The source of official selling rates is: <b>Bank of Zambia</b>  The date of exchange rates is: <b>12<sup>th</sup> June, 2020</b>
5.3	The formula for determining the financial scores is the following:  <b>Sf = 100 x Fm / F,</b> <b>Whereby;</b> <b>Sf is the financial score,</b> <b>Fm is the lowest price and</b> <b>F the price of the proposal under consideration.</b>

	<p>The weights given to the Technical and Financial Proposals are:  T = <b>0.8</b> and  P = <b>0.2</b></p>
6.1	<p>Expected date and address for contract negotiations:</p> <p><b>Zambia Institute of Chartered Accountants (ZICA)</b>  Procurement Officer,  For Chief Executive Officer,  P. O. Box 32005,  Plot 2374/a, Thabo Mbeki Rd,  <b>LUSAKA.</b></p>
6.2	<p>Expected date for commencement of consulting services</p> <p>Date: <b>TBA But ASAP.</b></p> <p><b>Location:</b></p> <ul style="list-style-type: none"> <li>• Lusaka at Accountants Park, Thabo Mbeki Road</li> </ul>

**Appendix 1: Formats for Technical Proposal  
Firms/Individual References**

**Relevant Services Carried Out in the Last Five Years which Best Illustrate Qualifications**

Using the format below, provide information on each reference assignment for which your Organisation, either individually as a corporate entity or as one of the major companies within a consortium, was legally contracted.

<b>Consultants' Name:</b>		
<b>Assignment Name:</b>		<b>Country:</b>
<b>Location within Country:</b>		<b>Professional Staff Provided by Your Organisation:</b>
<b>Name of Client:</b>		<b>Nº of Staff:</b>
<b>Address:</b>		<b>Nº of Staff Months:</b>
<b>Start Date (Month/Year):</b>	<b>Completion Date (Month/Year):</b>	<b>Approx. Value of Services (in Current USD):</b>
<b>Name of Associated Organisation/firm(s), if any:</b>		<b>Nº of Months of Professional Staff Provided by Associated Organisation/Firm(s):</b>
<b>Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed:</b>		
<b>Narrative Description of Project:</b>		
<b>Description of Actual Services Provided by Your Staff:</b>		

**TECHNICAL SUBMISSION PROPOSAL FORM**

**To:**

**Zambia Institute of Chartered Accountants (ZICA)**

Procurement Officer,  
For Chief Executive Officer,  
P. O. Box 32005,  
Plot 2374/a, Thabo Mbeki Rd,  
**LUSAKA.**

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services in accordance with your request for proposal dated (insert\_date) and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed as guided.

If negotiations are held during the period of validity of the Proposal, i.e. before (insert\_date) we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

**Authorised Signature:**

**Name and title of signatory:**

**Name of Firm:**

**Address:**

**Comments/Suggestions of Consultant**

**On the Terms of Reference (TOR):**

1.

2.

3.

4.

5.

etc.

**On the data, services and facilities to be provided by the Client:**

1.

2.

3.

4.

5.

etc.

**Format of Curriculum Vitae (CV) For Proposed Key Staff**

**Proposed Position:** \_\_\_\_\_

**Name of Firm:** \_\_\_\_\_

**Name of Staff:** \_\_\_\_\_

**Profession:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**Years with Firm:** \_\_\_\_\_ **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 up to half a page.]

**Education:**

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended and degrees obtained. Use up to a quarter page.]

**Employment Record:**

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organization, title of positions held and location of assignments. For experience in *last ten years*, also give types of activities performed and client references, where appropriate. Use up to three pages.]

**Languages:**

[Indicate proficiency in speaking, reading and writing of each language: excellent, good, fair, or poor.]

**Certification:**

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

\_\_\_\_\_  
*Signature of Staff Member proposed*

Date: \_\_\_\_\_  
*Day/Month/Year*

\_\_\_\_\_  
*Signature of authorized official from the firm*

Date: \_\_\_\_\_  
*Day/Month/Year*

## **Section Financial Proposal - Standard Forms**

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided under para. 3.6 of Section 2. Such Forms are to be used whichever is the selection method indicated in para. 4 of the Letter of Invitation.

*[The Appendix “Financial Negotiations - Breakdown of Remuneration Rates” is to be only used for financial negotiations when Quality-Based Selection, Selection Based on Qualifications, or Single-Source Selection method is adopted, according to the indications provided under para. 6.3 of Section 2.]*

FIN-1 Financial Proposal Submission Form

FIN-2 Summary of Costs

FIN-3 Breakdown of Costs by Activity

FIN-4 Breakdown of Remuneration

FIN-5 Reimbursable expenses

Appendix: Financial Negotiations - Breakdown of Remuneration Rates



**FORM FIN-1 FINANCIAL PROPOSAL SUBMISSION FORM**

[Location, Date]

To: [Name and address of Client]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures]. This amount is inclusive of the local taxes, which shall be identified during negotiations and shall be added to the above amount.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Paragraph Reference 1.12 of the Data Sheet.

Commissions and gratuities paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below<sup>2</sup>:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

- 1 Amounts must coincide with the ones indicated under Total Cost of Financial proposal in Form FIN-2.
- 2 If applicable, replace this paragraph with: "No commissions or gratuities have been or are to paid by us to agents relating to this Proposal and Contract execution."



**Breakdown of Summary Price**

Price Component	Currency	Amount
Remuneration for Professional services		
Out-of-pocket expenses (If any)		
Miscellaneous expenses		
<b>Subtotal:</b>		

**Consolidated Summary for Remuneration in Respect of Professional Services**

Name	Position	Time Input	Rate	Total Amount Expected to be Paid
<b>Total:</b>				

**Out-of-Pocket Expenses (N/A)**

Item N <sup>o</sup>	Nomenclature	Unit	Quantity	Unit Price	Total Amount
1.					
2.					
3.					
<b>Total:</b>					

**Miscellaneous Expenses**

Item N <sup>o</sup>	Nomenclature	Unit	Quantity	Unit Price	Total Amount
1.	Drafting, Reproduction of reports N/A				
2.					
3.					
4.					
5.					
<b>Total:</b>					

## **Appendix II: TERMS OF REFERENCE (TORs)**

### **1. Introduction**

The Zambia Institute of Chartered Accountants (ZICA) was established by an Act of Parliament in 1982 and as repealed in 2008. The Zambia Institute of Chartered Accountants is a membership body regulating the Accountancy profession in Zambia. Its primary mandate is to promote the accountancy profession, through the regulation of accountancy practice and education in Zambia. ZICA is the official body that represents all accountants in Zambia.

### **2. Background and Context**

The Zambia Institute of Chartered Accountants formulated a five year strategic plan with four areas of strategic focus. Under ZICA strategic focus No. 4, the Institute aims to enhance its organizational infrastructure in order to strengthen engagements with stakeholders. The Institute now seeks the services of a consulting firm with relevant expertise to develop and deliver an integrated membership, education and examinations management information system.

The system will be used by ZICA staff, its members and stakeholder.

### **3. Target User Groups/Audiences**

The intended users of the solution include, but are not limited to, the following

- ZICA Staff
- Accountancy professionals
- Accountancy students
- The General Public

### **4. Scope of work**

The consultant will design, develop and assist in the launch of the integrated membership, education and examinations management information system. The consultant will also be required to provide on-going support as will be outlined the contract to be signed on award.

While not exhaustive, the following basic requirements for the solution have been identified (the list of features will be expanded based on the findings resulting from the ideation phase):

#### **Education Section**

- Provision to upload Photo of the student
- Provision to make Online/offline payments.
- Provision to edit the personal information submitted by the Student like Name, Date of Birth, NRC Number, Institution.
- Provision for students to edit mobile number and email id.
- Provision to verify for examination entries
- Online Application form filling.
- Provision to upload documents like educational qualification certificates.
- Provision to select subject exemptions.
- Provision for ZICA Staff to review the submitted forms by Students.
- Provision to seek more clarifications from the student.
- Provision to recommend for final approval or rejection of the application form.
- Provision for final approval by ZICA manager.
- Provision for Part payments for exempted subjects.
- Provision for automatic reminders to students on their Part payments

- Provision to generate registration card along with registration number on payment of registration fee.
- Provision to send the registration card automatically through e-mail.
- Provision for sending invoice to the students for their renewals.
- Provision for sending invoice for Re-registration.
- Provision for sending revised invoice after the level upgradation due to result publication.
- Automatic de-activation of students by the system if subscription fee not paid in time.
- Provision for students to edit mobile number and email id with the help of OTP (One Time Password)
- Recording studio to enable virtual learning

### **Examinations Section**

- Provision for students to choose the eligible subjects (as per the progression rules) for which they are appearing in a session (e.g. exam for June 2020)
- Provision for students to choose the exam center
- Provision for making the Online/Offline Payments.
- Provision for issue of Dockets (admit card) for students once the payment is completed.
- Provision to download the Dockets.
- Provision for ZICA Staff to Create/Edit/De-active examination centers.
- Provision for students to choose the eligible subjects (as per the progression rules) for which they are appearing in a session (eg, exam for June 2020)
- Provision for the students to request for changing the examination center.
- Provision for the ZICA staff to review and approve the change request.
- Automatic sending of revised dockets to students on approval.
- Provision for the students to apply for deferment of the enrolled subject(s).
- Provision to attach mandatory documents along with the request.
- Provision for ZICA staff to review the request and seek more clarification, if required.
- Provision for ZICA staff to approve or reject the request.
- If approved, automatic adjustment of examination fees for the next upcoming session.
- Provision for ZICA Staff to Create/Edit/De-active examination centers.
- Provision for ZICA Staff to Create/Edit/De-active Evaluators.
- Provision for ZICA Staff to Create/Edit/De-active casual workers.
- Provision to Create/Edit/Delete material types.
- Provision for ZICA Staff to view materials required for distribution to Exam Centers.
- Provision for evaluators and casual workers to enter marks of the students for each subject.
- All the marks entered will be approved Chief/Lead examiner
- Provision to apply 48% and 45% moderation rules on the raw marks.
- Provision to view the standardized marks details
- Provide automatic upgradation of levels based on the pass marks.
- Comparison of Pass Percentage before and after the Standardization.
- Provision on online tutoring (lessons).
- Provision for secure online proctored examinations.

### **Membership Section**

- Provision for initial registration in the system to create User Id and Password.
- Provision for Members to apply for new membership
- Provision for ZICA Staff to review/more clarification on new membership request
- Provision for ZICA staff to update the category of the membership.

- Provision for ZICA Staff to approve/reject membership
- Provision for members to make payment of Membership Fee + Subscription Fee Online/Offline.
- Provision for ZICA staff to update the category of the Membership.
- Provision for ZICA staff to update the status of the Members.
- Provision for members to make payment using Online/Offline.
- Provision to revise the generated invoice along with penalty who failed to pay in time.
- Automatically accumulate the fee if the members fails to pay the previous renewal fees.
- Provision for Members to make the Online/Offline payments of renewal fee.
- Automatic sending of email with membership certificate once payment done.
- Automatic reminder to members for systematic upgrade of Membership
- Automatic upgrade to Fellow based on the rule (Five years after becoming Associate for Fellow. Graduate to Associate it is 2 Years, subject to submission of documents and upgradation request).
- Provision for sending the invoice to all the members for renewal.
- Provision to revise the generated invoice along with penalty who failed to pay in time.
- Automatic alerts through SMS/Emails for renewal.
- Provision for the system to automatically update the CPD, for members who has attended ZICA events.
- Provision for Members to submit the CPD details along with the required documents.
- Provision for the ZICA staff to review/approve the CPD request submitted by members.
- Periodical reminders to Members for completing minimum CPD hours (currently it is 40 hours).
- Provision for the ZICA Staff to view non-compliant CPD members.

### **Technical Section**

- Provision for the ZICA Staff to Create/Edit/Cancel Seminars and Events
- Publish Seminar/Events Calendar
- Provision to enter CPD hours for each event. Provision for the ZICA Staff to Create/Edit/Cancel Seminars and Events
- Publish Seminar/Events Calendar
- Provision to enter CPD hours for each event.
- Provision for Student/Member/Guest to enroll for the Seminars/Events.
- Provision for the Guest (Employer) to make bulk enrollments for their employees.
- Provision for the Online/Offline payments.
- Provision for ZICA Staff to do walk-in enrollment.
- Provision for capturing the attendance of the enrolled user.
- Provision for sending 'Thank you' mail along with CPD Certificate to the attended users.
- Provision for updating the CPD details automatically for the attended Members.
- Provision for downloading the CPD certificates by the attended users.
- Provision for sending the PPT/Files related to events for the enrolled users.
- Provision for online CPD events

### **Practice Review Section**

- Provision to administer both online and paper based CPE examinations
- Provision for payment of fees for CPE examinations
- Provision for registration of accountants in public practice
- Provision for registration of accounting firms

- Provision for submission of practitioners initial registration documents and renewals
- Provision for issuance of practicing certificate and renewal
- Provision for maintaining a database of practitioners
- Provision for automated emailing
- Provision of access to audit monitoring calendar by practitioners
- Provision for logging practice review visits.
- Provision for automated systems to review the practice review process up to issuance of review report
- Provision for administering workshops for practitioners and online payment system.
- Provision for automated archiving system for reports generated during the inspections or audit monitoring inspections.
- Provision for storage and sharing of board and committee meetings documents
- Provision for sharing technical papers which are developed by the department
- Provision for linkages with other systems being used by the department, e.g. CaseWare
- Provision for an online library, which will host different information about the department.
- Provisions for administering an on-line complaints portal.

#### **Finance Section**

- Provision to send the Students subscription details to SAGE Evolution.
- Provision to send the Examination Fee details to SAGE Evolution.
- Provision to send the Membership Subscription details to SAGE Evolution.
- Provision to send the Workshops/Events Fee details to SAGE Evolution.
- Provision to send Bulk Payments Fee details automatically to SAGE Evolution.
- Integration of procurement processes with SAGE Evolution to facilitate e-approval and e-payments
- Provision to upload bulk payments using excel csv files
- Provision to produce income reports per income line per specified period

#### **Expected outputs:**

- A working Integrated Membership, Education And Examinations Management Information System delivered to specification
- Integration with such as SAGE Evolution and ZICA Mobile App
- Integration with current payment solutions (VISA, ZANACO Billmuster and Mobile money)

#### **5. Supervision & Contact**

Supervision and contact for the consultant will be primarily carried out by the ICT Manager and Project Manager; the final product will be reviewed by the Projects Committee and IT departments and approved by ZICA Management.

#### **6. Project Timeline**

The project is estimated to be completed within a period of 3 months.

#### **7. Copyrights**

ZICA will hold exclusive rights to all designs, source code and other work products contained on the app. Should the consultant require to reference the app in their portfolio, they will require written permission from ZICA.

## **8. Technical and Financial Proposal**

This procurement will use a two envelope system with technical proposal that meets the threshold of 75% shall qualify to commercial evaluation. The technical proposal should give company profile, understanding of the terms of reference methodology, proposed technology, hosting service and experience of carrying similar assignment by the proposed team.

The bidders who wish to clarify any aspect of this call for proposals may do so in writing to the Manager, ICT, Zambia Institute of Chartered Accountants; Thabo Mbeki Accountants Park, P.O. Box 32005, Lusaka.

Submit your applications to  
**The Procurement Officer,**  
For Chief Executive Officer,  
Zambia Institute of Chartered Accountants,  
P O Box 32005,  
**LUSAKA.**