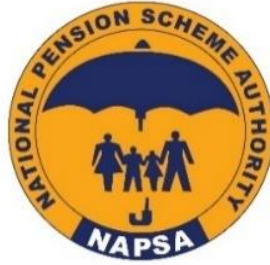


NATIONAL PENSION SCHEME AUTHORITY



BIDDING DOCUMENT

TENDER NO. NAPSA/DI/19/25

TENDER FOR THE PROVISION OF MAINTENANCE SERVICES OF THE FIRE FIGHTING EQUIPMENT AND GAS SUPPRESSION SYSTEMS AT SELECTED NAPSA PROPERTIES, ON A ONE (1) YEAR RUNNING CONTRACT, SUBJECT TO REVIEW AND POSSIBLE RENEWAL FOR ANOTHER YEAR, BASED ON SATISFACTORY PERFORMANCE

National Pension Scheme Authority
Cnr Kabelenga / Church Road
P.O Box 51275
Lusaka, Zambia

Tel numbers are (260)–211– 395000
(260)– 211 – 395047

October, 2025

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Invitation for Bids (IFB)

Date: 6th October, 2025

Contract Identification N^o: **NAPSA/DI/19/25**

1. The *National Pension Scheme Authority (NAPSA)* has set aside funds towards the cost of the *provision of maintenance services of the firefighting equipment and gas suppression systems at selected NAPSA properties* and intends to apply part of the funds to cover eligible payments under that running Contract.
2. NAPSA now invites sealed bids for the *tender for the provision of maintenance services of the firefighting equipment and gas suppression systems at selected NAPSA properties, on a one (1) year running contract, subject to review and possible renewal for another year, based on satisfactory performance (NAPSA/DI/19/25).*
3. Bidding will be conducted through the **Zambia Public Procurement Authority Electronic Government Procurement (ZPPA e-GP) System using Open National Bidding (ONB) procedures** as specified in the Public Procurement Act No. 8 of 2020, the Public Procurement Act (Amendment) No. 17 of 2023 and the Public Procurement Regulations Statutory Instrument No. 30 of 2022; and is open to **ALL eligible Citizen and Local Bidders**, as defined in the Public Procurement (Preference and Reservation Schemes) Regulations Statutory Instrument No. 45 of 2025, **with a National Council of Construction (NCC) Registration, SV Category E, Grade 1-4. However, Local Bidders shall be required to partner with Citizen Bidders.**
4. Further information may be obtained from the office of the **Senior Procurement Manager, National Pension Scheme Authority, 3rd Floor, Levy Business Park, Corner Kabelenga/Church Roads, Lusaka, Zambia.** The telephone numbers are +260 211 395047 or +260 211 395000. The bidding document can be viewed by the bidder through the Zambia Public Procurement Authority Electronic Government Procurement (ZPPA e-GP) System using the website: <https://eprocure.zppa.org.zm/epps/home> or from the iCARE website: <https://www.napsa.co.zm/self-service/procurement>.
5. A complete set of Bidding Documents in English may be purchased by bidders upon payment of a non-refundable fee of **Five Hundred Kwacha only (K500.00) or its equivalent, through the e-GP System.** Bidders are advised to pay a K500.00 participation fee or its equivalent through the ZPPA e-GP System before closing of this tender and reference the tender number and name, on the deposit slip.
6. The tender, in a **secure format**, should be addressed to the Director General, National Pension Scheme Authority, 4th Floor, Levy Business Park, Corner Kabelenga/Church Roads, Lusaka, Zambia. The Telephone numbers are +260 211 395000 and +260 211 395047. **Bids must be submitted electronically through the ZPPA e-GP System.**
7. Bids shall be valid for a period of *120 days* after Bid closing and must be accompanied by a Bid Securing Declaration, duly signed by the Bidder's authorised representative with

Power of Attorney, with a suspension period of three (3) years. Bids must be submitted electronically through the ZPPA e-GP System, clearly labelled, ***“Tender for the provision of maintenance services of the firefighting equipment and gas suppression systems at selected NAPSA properties, on a one (1) year running contract, subject to review and possible renewal for another year, based on satisfactory performance (NAPSA/DI/19/25)”***. **HOWEVER, PHYSICAL SUBMISSION OF BIDS WILL NOT BE ACCEPTED.**

8. The closing date for the receipt of bids is **Friday, 7th November, 2025 at 10:30 hours (CAT)**, through the ZPPA e-GP System and any bids received after the time and date stipulated above will not be accepted. The bids will be opened thirty minutes after closing **through the ZPPA e-GP System.**
9. The bidder should pay attention to the following information:

No.	Description of Item	Date
1.	Date and Time of commencement of inspection/ Debrief of the Bidders	Monday, 6th October, 2025 at 12:00 hours. Bidders are advised to download the bidding document from the ZPPA e-GP System. Bidders are further advised of a non-refundable participation fee of ZMW 500.00, which should be paid through the e-GP System.
2.	Date of Pre-Bid Meeting	Wednesday, 15th October, 2025 at 10:30 hours, through Microsoft Teams. Interested Bidders can join using the link: Join the meeting now.
3.	Last Date for requesting any clarifications	14 days before the closing date.
4.	Last Date and Time for receipting of bids at NAPSA (Address as given above)	Friday, 7th November, 2025 at 10:30 hours, through the ZPPA e-GP System.
5.	Date and Time of opening of bids	Friday, 7th November, 2025, at 11:00 hours, through the ZPPA e-GP System.

Secretary
Management Procurement Committee
For/Director General
NATIONAL PENSION SCHEME AUTHORITY

Summary

PART 1 – BIDDING PROCEDURES

Section I: Instructions to Bidders (ITB)

This Section provides relevant information to help Bidders prepare their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of Contracts. **Section I contains provisions that are to be used without modification.**

Section II. Bidding Data Sheet (BDS)

This Section consists of provisions that are specific to each procurement and that supplement the information or requirements included in Section I, Instructions to Bidders.

Section III: Bidding Forms

This Section contains the forms which are to be completed by the Bidder and submitted as part of his Bid.

Section IV. Eligible Countries

This Section contains information regarding eligible countries.

PART 2 – ACTIVITY SCHEDULE

Section V. Activity Schedule

This Section contains the activity schedule.

PART 3 – *CONDITIONS OF CONTRACT AND CONTRACT FORMS*

Section VI. General Conditions of Contract (GCC)

This Section contains the general clauses to be applied in all contracts. **The text of the clauses in this Section shall not be modified.**

Section VII. Special Conditions of Contract (*PCC*)

The contents of this Section supplement the General Conditions of Contract and shall be prepared by the Employer.

Section VIII. Performance Specifications and Drawings

This section contains Specifications that are intended only as information for the Employer or the person drafting the bidding documents. **They should not be included in the final documents.**

Section IX: Contract Forms

This Section contains forms which, once completed, will form part of the Contract. The forms for **Performance Security** and **Advance Payment Security**, when required, shall only be completed by the successful Bidder after contract award.

Part I – Bidding Procedures

Section I. Instructions to Bidders

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Instructions to Bidders

A. General

- 1. Scope of Bid**
- 1.1 The Employer, as defined in the **Bidding Data Sheet (BDS)**, invites bids for the Services, as described in the Appendix A to the Contract. The name and identification number of the Contract is **provided in the BDS**.
- 1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date **provided in the BDS**.
- 2. Source of Funds**
- 2.1 The Procuring Entity, as **defined in the BDS**, intends to apply part of the funds, **as defined in the BDS**, towards the cost of the Services, **as defined in the BDS**, to cover eligible payments under the Contract for the Services. Payments by the Procuring Entity will be made only at the request of the Project Manager and will be subject in all respects to the terms and conditions of the Contract.
- 3. Corrupt or Fraudulent Practices**
- 3.1 It is the Government's policy to require that Procuring Entities (including beneficiaries of the funds), as well as bidders, suppliers, and contractors and their subcontractors under Government-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts.¹ In pursuance of this policy, the Government:
- (a) defines, for the purposes of this provision, the terms set forth below as follows:
- (i) "corrupt practice"² is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) "fraudulent practice"³ is any act or omission, including a misrepresentation, that knowingly or recklessly

¹ In this context, any action taken by a bidder, supplier, contractor, or a sub-contractor to influence the procurement process or contract execution for undue advantage is improper.

² For the purpose of these SBDs, "another party" refers to a public official acting in relation to the procurement process or contract execution]. In this context, "public official" includes employees of other organizations taking or reviewing procurement decisions.

³ For the purpose of these SBDs, "party" refers to a public official; the terms "benefit" and "obligation" relate to the procurement process or contract execution; and the "act or omission" is intended to influence the procurement process or contract execution.

- misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) “collusive practice”⁴ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - (iv) “coercive practice”⁵ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - (v) “obstructive practice” is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Government investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or
 - (bb) acts intended to materially impede the exercise of the Government’s inspection and audit rights provided for under Sub-Clauses 1.7 and 2.6.1 of the General Conditions of Contract.
- (b) will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;
 - (c) will cancel the portion of the funds allocated to a contract if it determines at any time that representatives of the Procuring Entity or of a beneficiary of the funds engaged in corrupt, fraudulent, collusive, coercive or obstructive practices during the procurement or the execution of that contract, without the Procuring Entity having taken timely and appropriate action satisfactory to the Government to remedy the situation;
 - (d) will sanction a firm or individual, including declaring them ineligible, either indefinitely or for a stated period of time, to be awarded a Government-financed contract if it at any time

determines that they have, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing, a Government-financed contract. A bidder or supplier aggrieved by such a decision, may appeal in accordance with Section *One Hundred* of the Public Procurement Act of 2020, as amended by Section *Thirty-Two* of the Public Procurement Act (Amendment) No. 17 of 2023; and

- (e) will have the right to require that a provision be included in bidding documents and in contracts financed by Government, requiring bidders, suppliers, contractors and consultants to permit the Government to inspect their accounts and records and other documents relating to the Bid submission and contract performance and to have them audited by auditors appointed by the Government.

3.2 Furthermore, Bidders shall be aware of the provision stated in Sub-Clauses 1.7 and 2.6.1 of the General Conditions of Contract.

4. Eligible Bidders

4.1 This Invitation for Bids is open to all bidders from eligible countries as defined in the Procurement Guidelines. Any materials, equipment, and Services to be used in the performance of the Contract shall have their origin in eligible source countries.

4.2 All bidders shall provide in Section III, Bidding Forms, a statement that the Bidder (including all members of a joint venture and subcontractors) is not associated, nor has been associated in the past, directly or indirectly, with the consultant or any other entity that has prepared the design, specifications, and other documents for the Project or being proposed as Project Manager for the Contract. A firm that has been engaged by the Procuring Entity to provide Consultant Services for the preparation or supervision of the Services, and any of its affiliates, shall not be eligible to bid.

4.3 A statutory corporation or body or company in which Government has a majority or controlling interest shall be eligible only if they meet the provisions of Section 92 of the Public Procurement Act of 2020. To establish eligibility, the government-owned enterprise or institution should provide all relevant documents (including its charter) sufficient to

⁴ For the purpose of these SBDs, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

⁵ For the purpose of these SBDs, “party” refers to a participant in the procurement process or contract execution.

demonstrate that it meets the provisions of Section 92 of the Public Procurement Act of 2020.

- 4.4 The Government prohibits a withdrawal from the funds for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import is prohibited by a decision of the United Nations Security Council, taken under Chapter VII of the Charter of the United Nations.
- 4.5 Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices by ZPPA in accordance with ITB Sub-Clause 3.1.

5. Qualification of the Bidder

- 5.1 All bidders shall provide in Section III, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.
- 5.2 In the event that prequalification of potential bidders has been undertaken **as stated in the BDS**, only bids from prequalified bidders shall be considered for award of Contract, in which case the provisions of sub-clauses 5.3 to 5.6 hereafter shall not apply. These qualified bidders should submit with their bids any information updating their original prequalification applications or, alternatively, confirm in their bids that the originally submitted prequalification information remains essentially correct as of the date of bid submission. The update or confirmation should be provided in Section IV.
- 5.3 If the Employer has not undertaken prequalification of potential bidders, all bidders shall include the following information and documents with their bids in Section IV, unless otherwise **stated in the BDS**:
 - (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business; written power of attorney of the signatory of the Bid to commit the Bidder;
 - (b) total monetary value of Services performed for each of the last five years;
 - (c) experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
 - (d) list of major items of equipment proposed to carry out the Contract;

- (e) qualifications and experience of key site management and technical personnel proposed for the Contract;
- (f) reports on the financial standing of the Bidder, such as profit and loss statements and auditor's reports for the past five years;
- (g) evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);
- (h) authority to the Employer to seek references from the Bidder's bankers;
- (i) information regarding any litigation, current or during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount; and
- (j) proposals for subcontracting components of the Services amounting to more than 10 percent of the Contract Price.

5.4 Bids submitted by a joint venture of two or more firms as partners shall comply with the following requirements, unless otherwise stated in the **BDS**:

- (a) the Bid shall include all the information listed in ITB Sub-Clause 5.3 above for each joint venture partner;
- (b) the Bid shall be signed so as to be legally binding on all partners;
- (c) the Bid shall include a copy of the agreement entered into by the joint venture partners defining the division of assignments to each partner and establishing that all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms; alternatively, a Letter of Intent to execute a joint venture agreement in the event of a successful bid shall be signed by all partners and submitted with the bid, together with a copy of the proposed agreement;
- (d) one of the partners shall be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and
- (e) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.

- 5.5 To qualify for award of the Contract, bidders shall meet the following minimum qualifying criteria:
- (a) annual volume of Services of at least the amount **specified in the BDS;**
 - (b) experience as prime contractor in the provision of at least two service contracts of a nature and complexity equivalent to the Services over the last 5 years (to comply with this requirement, Services contracts cited should be at least 70 percent complete) **as specified in the BDS;**
 - (c) proposals for the timely acquisition (own, lease, hire, etc.) of the essential equipment **listed in the BDS;**
 - (d) a Contract Manager with five years' experience in Services of an equivalent nature and volume, including no less than three years as Manager; and
 - (e) liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the Contract, of no less than the amount specified in the **BDS.**

A consistent history of litigation or arbitration awards against the Applicant or any partner of a Joint Venture may result in disqualification.

- 5.6 The figures for each of the partners of a joint venture shall be added together to determine the Bidder's compliance with the minimum qualifying criteria of ITB Sub-Clause 4.4(a), (b) and (e); however, for a joint venture to qualify the partner in charge must meet at least 40 percent of those minimum criteria for an individual Bidder and other partners at least 25% of the criteria. Failure to comply with this requirement will result in rejection of the joint venture's Bid. Subcontractors' experience and resources will not be taken into account in determining the Bidder's compliance with the qualifying criteria, unless otherwise **stated in the BDS.**

6. One Bid per Bidder

- 6.1 Each Bidder shall submit only one Bid, either individually or as a partner in a joint venture. A Bidder who submits or participates in more than one Bid (other than as a subcontractor or in cases of alternatives that have been permitted or requested) will cause all the proposals with the Bidder's participation to be disqualified.

- 7. Cost of Bidding** 7.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.
- 8. Site Visit** 8.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.

B. Bidding Documents

- 9. Content of Bidding Documents** 9.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 11:
- | | |
|--------------|---|
| Section I | Instructions to Bidders |
| Section II | Bidding Data Sheet |
| Section III | Bidding Forms |
| Section IV | Eligible Countries |
| Section V | Activity Schedule |
| Section VI | General Conditions of Contract |
| Section VII | Special Conditions of Contract |
| Section VIII | Performance Specifications and Drawings (if Applicable) |
| Section IX | Contract Forms |
- 9.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. Sections III, V, and IX should be completed and returned with the Bid in the number of copies specified in the **BDS**.
- 10. Clarification of Bidding Documents** 10.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing or by cable ("cable" includes telex and facsimile) at the Employer's address indicated in the invitation to bid. The Employer will respond to any request for clarification received earlier than 14 days prior to the deadline for submission of bids. Copies of the Employer's response will be forwarded to all Procuring Entities of the bidding

documents, including a description of the inquiry, but without identifying its source.

11. Amendment of Bidding Documents

- 11.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.
- 11.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing or by cable to all Procuring Entities of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum by cable to the Employer.
- 11.3 To give prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer shall extend, as necessary, the deadline for submission of bids, in accordance with ITB Sub-Clause 21.2 below.

C. Preparation of Bids

12. Language of Bid

- 12.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be written in **English**. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, the translation shall govern.

13. Documents Comprising the Bid

- 13.1 The Bid submitted by the Bidder shall comprise the following:
- (a) The Form of Bid (in the format indicated in Section III);
 - (b) Bid Security;
 - (c) Priced Activity Schedule;
 - (d) Qualification Information Form and Documents;
 - (e) Alternative offers where invited;

and any other materials required to be completed and submitted by bidders, as **specified in the BDS**.

- 13.2 Bidders bidding for this contract together with other contracts stated in the IFB to form a package will so indicate in the bid together with any discounts offered for the award of more than one contract

14. Bid Prices

- 14.1 The Contract shall be for the Services, as described in Appendix A to the contract and in the Specifications, Section VIII, based on the priced Activity Schedule, Section V, submitted by the Bidder.
- 14.2 The Bidder shall fill in rates and prices for all items of the Services described in the in Specifications (or Terms of Reference), Section VIII and listed in the Activity Schedule, Section V. Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.
- 14.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder.
- 14.4 If **provided for in the BDS**, the rates and prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract in accordance with and the provisions of Clause 6.6 of the General Conditions of Contract and/or Special Conditions of Contract. The Bidder shall submit with the Bid all the information required under the Special Conditions of Contract and of the General Conditions of Contract.
- 14.5 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Appendices D and E to the Contract

15. Currencies of Bid and Payment

- 15.1 The lump sum price shall be quoted by the Bidder separately in the following currencies:
- (a) for those inputs to the Services which the Bidder expects to provide from within Zambia, the prices shall be quoted in **Zambian Kwacha**, unless otherwise **specified in the BDS**; and
 - (b) for those inputs to the Services which the Bidder expects to provide from outside Zambia, the prices shall be quoted in up to any three freely convertible currencies.
- 15.2 Bidders shall indicate details of their expected foreign currency requirements in the Bid.
- 15.3 Bidders may be required by the Employer to justify their foreign currency requirements and to substantiate that the amounts

included in the Lump Sum are reasonable and responsive to ITB Sub-Clause 15.1.

16. Bid Validity

16.1 Bids shall remain valid for the period **specified in the BDS**.

16.2 In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders' responses shall be made in writing or by cable. A Bidder may refuse the request without forfeiting the Bid Security. A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security for the period of the extension, and in compliance with ITB Clause 17 in all respects.

16.3 In the case of contracts in which the Contract Price is fixed (not subject to price adjustment), if the period of bid validity is extended by more than 60 days, the amounts payable in local and foreign currency to the Bidder selected for award, shall be increased by applying to both the local and the foreign currency component of the payments, respectively, the factors specified in the request for extension, for the period of delay beyond 60 days after the expiry of the initial bid validity, up to the notification of award. Bid evaluation will be based on the Bid prices without taking the above correction into consideration.

17. Bid Security

17.1 The Bidder shall furnish, as part of the Bid, a Bid Security or a Bid-Securing Declaration, if required, as **specified in the BDS**.

17.2 The Bid Security shall be in the amount **specified in the BDS** and denominated in Zambian Kwacha or a freely convertible currency, and shall:

- (a) at the bidder's option, be in the form of either a letter of credit, or a bank guarantee from a banking institution, or a bond issued by a surety;
- (b) be issued by a reputable institution selected by the bidder and located in any eligible country. If the institution issuing the bond is located outside Zambia, it shall have a correspondent financial institution located in Zambia to make it enforceable.
- (c) be substantially in accordance with one of the forms of Bid Security included in Section IX, Contract Forms, or other form approved by the Employer prior to bid submission;

- (d) be payable promptly upon written demand by the Employer in case the conditions listed in ITB Sub-Clause 17.5 are invoked;
- (e) be submitted in its original form; copies will not be accepted;
- (f) remain valid for a period of 28 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Sub-Clause 16.2;

17.3 If a Bid Security or a Bid- Securing Declaration is required in accordance with ITB Sub-Clause 17.1, any bid not accompanied by a substantially responsive Bid Security or Bid Securing Declaration in accordance with ITB Sub-Clause 17.1, shall be rejected by the Employer as non-responsive.

17.4 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 35.

17.5 The Bid Security may be forfeited or the Bid Securing Declaration executed:

- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 16.2; or
- (b) if the successful Bidder fails to:
 - (i) sign the Contract in accordance with ITB Clause 34;
 - (ii) furnish a Performance Security in accordance with ITB Clause 35.

17.6 The Bid Security or Bid- Securing Declaration of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Security or Bid-Securing Declaration shall be in the names of all future partners as named in the letter of intent to constitute the JV.

18. Alternative Proposals by Bidders

18.1 **Unless otherwise indicated in the BDS**, alternative bids shall not be considered.

18.2 When alternative times for completion are explicitly invited, a statement to that effect will be **included in the BDS**, as will the method of evaluating different times for completion.

18.3 Except as provided under ITB Sub-Clause 18.4 below, bidders wishing to offer technical alternatives to the requirements of the

bidding documents must first submit a Bid that complies with the requirements of the bidding documents, including the scope, basic technical data, graphical documents and specifications. In addition to submitting the basic Bid, the Bidder shall provide all information necessary for a complete evaluation of the alternative by the Employer, including calculations, technical specifications, breakdown of prices, proposed work methods and other relevant details. Only the technical alternatives, if any, of the lowest evaluated Bidder conforming to the basic technical requirements shall be considered by the Employer. Alternatives to the specified performance levels shall not be accepted.

18.4 When bidders are **permitted in the BDS** to submit alternative technical solutions for specified parts of the Services, such parts shall be described in the Specifications (or Terms of Reference) and Drawings, Section VIII. In such case, the method for evaluating such alternatives will be as **indicated in the BDS**.

19. Format and Signing of Bid

19.1 The Bidder shall prepare one original of the documents comprising the Bid as described in ITB Clause 11 of these Instructions to Bidders, bound with the volume containing the Form of Bid, and clearly marked “ORIGINAL.” In addition, the Bidder shall submit copies of the Bid, in the number **specified in the BDS**, and clearly marked as “COPIES.” In the event of discrepancy between them, the original shall prevail.

19.2 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to Sub-Clauses 5.3(a) or 5.4(b), as the case may be. All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.

19.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

D. Submission of Bids

20. Sealing and Marking of Bids

20.1 The Bidder shall seal the original and all copies of the Bid in two inner envelopes and one outer envelope, duly marking the inner envelopes as “ORIGINAL” and “COPIES”.

20.2 The inner and outer envelopes shall

- (a) be addressed to the Employer at the address **provided in the BDS;**
 - (b) bear the name and identification number of the Contract as **defined in the BDS** and Special Conditions of Contract; and
 - (c) provide a warning not to open before the specified time and date for Bid opening as **defined in the BDS.**
- 20.3 In addition to the identification required in ITB Sub-Clause 20.2, the inner envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared late, pursuant to ITB Clause 22.
- 20.4 If the outer envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.
- 21. Deadline for Submission of Bids**
- 21.1 Bids shall be delivered to the Employer at the address specified above no later than the time and date **specified in the BDS.**
- 21.2 The Employer may extend the deadline for submission of bids by issuing an amendment in accordance with ITB Clause 11, in which case all rights and obligations of the Employer and the bidders previously subject to the original deadline will then be subject to the new deadline.
- 22. Late Bids**
- 22.1 Any Bid received by the Employer after the deadline prescribed in ITB Clause 21 will be returned unopened to the Bidder.
- 23. Modification and Withdrawal of Bids**
- 23.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 21.
- 23.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 19 and 20, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.
- 23.3 No Bid may be modified after the deadline for submission of Bids.
- 23.4 Withdrawal of a Bid between the deadline for submission of bids and the expiration of the period of Bid validity specified in the BDS or as extended pursuant to ITB Sub-Clause 16.2 may result in the forfeiture of the Bid Security pursuant to ITB Clause 17.

- 23.5 Bidders may only offer discounts to, or otherwise modify the prices of their bids by submitting Bid modifications in accordance with this clause, or included in the original Bid submission.

E. Bid Opening and Evaluation

24. Bid Opening

- 24.1 The Employer will open the bids, including modifications made pursuant to ITB Clause 23, in the presence of the bidders' representatives who choose to attend at the time and in the place **specified in the BDS.**
- 24.2 Envelopes marked "WITHDRAWAL" shall be opened and read out first. Bids for which an acceptable notice of withdrawal has been submitted pursuant to ITB Clause 23 shall not be opened.
- 24.3 The bidders' names, the Bid prices, the total amount of each Bid and of any alternative Bid (if alternatives have been requested or permitted), any discounts, Bid modifications and withdrawals, the presence or absence of Bid Security, and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening. No bid shall be rejected at bid opening except for the late bids pursuant to ITB Clause 22; Bids, and modifications, sent pursuant to ITB Clause 23 that are not opened and read out at bid opening will not be considered for further evaluation regardless of the circumstances. Late and withdrawn bids will be returned unopened to the bidders.
- 24.4 The Employer will prepare minutes of the Bid opening, including the information disclosed to those present in accordance with ITB Sub-Clause 24.3.

25. Process to Be Confidential

- 25.1 Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful Bidder is notified of the award. Any effort by a Bidder to influence the Employer's processing of bids or award decisions may result in the rejection of his Bid.
- 25.2 If, after notification of award, a bidder wishes to ascertain the grounds on which its bid was not selected, it should address its request to the Employer, who will provide written explanation. Any request for explanation from one bidder should relate only to its own bid; information about the bid of competitors will not be addressed.

- 26. Clarification of Bids**
- 26.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, ask any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing or by cable, telex, or facsimile, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with ITB Clause 28.
- 26.2 Subject to ITB Sub-Clause 26.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.
- 26.3 Any effort by the Bidder to influence the Employer in the Employer's bid evaluation or contract award decisions may result in the rejection of the Bidder's bid.
- 27. Examination of Bids and Determination of Responsiveness**
- 27.1 Prior to the detailed evaluation of bids, the Employer will determine whether each Bid (a) meets the eligibility criteria defined in ITB Clause 4; (b) has been properly signed; (c) is accompanied by the required securities; and (d) is substantially responsive to the requirements of the bidding documents.
- 27.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.
- 27.3 If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.
- 28. Correction of Errors**
- 28.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price

shall prevail, and the total price shall be corrected; if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.

28.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited in accordance with ITB Sub-Clause 17.5(b).

**29. Currency for
Bid Evaluation**

29.1 The Employer will convert the amounts in various currencies in which the Bid Price, corrected pursuant to ITB Clause 28, is payable (excluding Provisional Sums but including Daywork where priced competitively) to either:

(a) **Zambian Kwacha at the selling rates established for similar transactions by the authority specified in the BDS on the date stipulated in the BDS;**

or

(b) a currency widely used in international trade, such as the U.S. dollar, **stipulated in the BDS**, at the selling rate of exchange published in the international press as **stipulated in the BDS** on the date **stipulated in the BDS**, for the amounts payable in foreign currency; and, at the selling exchange rate established for similar transactions by the same authority specified in ITB Sub-Clause 29.1 (a) above on the date **specified in the BDS** for the amount payable in Zambian Kwacha.

**30. Evaluation and
Comparison of
Bids**

30.1 The Employer will evaluate and compare only the bids determined to be substantially responsive in accordance with ITB Clause 27.

30.2 In evaluating the bids, the Employer will determine for each Bid the evaluated Bid price by adjusting the Bid price as follows:

(a) making any correction for errors pursuant to ITB Clause 28;

(b) excluding provisional sums and the provision, if any, for contingencies in the Activity Schedule, Section V, but including Day work, when requested in the Specifications (or Terms of Reference) Section VIII;

- (c) making an appropriate adjustment for any other acceptable variations, deviations, or alternative offers submitted in accordance with ITB Clause 18; and
- (d) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 23.5.

30.3 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, and alternative offers and other factors, which are in excess of the requirements of the bidding documents or otherwise result in unsolicited benefits for the Employer will not be taken into account in Bid evaluation.

30.4 The estimated effect of any price adjustment conditions under Sub-Clause 7.6 of the General Conditions of Contract, during the period of implementation of the Contract, will not be taken into account in Bid evaluation.

31. Preference for Domestic Bidders

31.1 Domestic bidders shall not be eligible for any margin of preference in Bid evaluation.

F. Award of Contract

32. Award Criteria

32.1 Subject to ITB Clause 33, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of ITB Clause 4, and (b) qualified in accordance with the provisions of ITB Clause 5.

32.2 If, pursuant to ITB Sub-Clause 13.2 this contract is being let on a “slice and package” basis, the lowest evaluated Bid Price will be determined when evaluating this contract in conjunction with other contracts to be awarded concurrently. Taking into account any discounts offered by the bidders for the award of more than one contract.

33. Employer’s Right to Accept any Bid and to Reject any or all Bids

33.1 Notwithstanding ITB Clause 32, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer’s action.

34. Notification of Award and Signing of Agreement

- 34.1 The Bidder whose Bid has been accepted will be notified of the award by the Employer prior to expiration of the Bid validity period by cable, telex, or facsimile confirmed by registered letter from the Employer. This letter (hereinafter and in the Conditions of Contract called the “Letter of Acceptance”) will state the sum that the Employer will pay the Service provider in consideration of the execution, completion, and maintenance of the Services by the Service provider as prescribed by the Contract (hereinafter and in the Contract called the “Contract Price”).
- 34.2 The notification of award will constitute the formation of the Contract.
- 34.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder. It will be signed by the Employer and sent to the successful Bidder along with the Letter of Acceptance. Within 21 days of receipt of the Contract, the successful bidder shall sign the Contract and return it to the Employer, together with the required performance security pursuant to Clause 35.
- 34.4 Upon fulfillment of ITB Sub-Clause 34.3, the Employer will promptly notify the unsuccessful Bidders the name of the winning Bidder and that their bid security will be returned as promptly as possible.
- 34.5 If, after notification of award, a bidder wishes to ascertain the grounds on which its bid was not selected, it should address its request to the Employer. The Employer will promptly respond in writing to the unsuccessful Bidder.

35. Performance Security

- 35.1 Within 21 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount and in the form (Bank Guarantee and/or Performance Bond) **stipulated in the BDS**, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.
- 35.2 If the Performance Security is provided by the successful Bidder in the form of a Bank Guarantee, it shall be issued either (a) at the Bidder’s option, by a bank located in Zambia or a foreign bank through a correspondent bank located in Zambia, or (b) with the agreement of the Employer directly by a foreign bank acceptable to the Employer.
- 35.3 If the Performance Security is to be provided by the successful Bidder in the form of a Bond, it shall be issued by a surety which the Bidder has determined to be acceptable to the Employer.

- 35.4 Failure of the successful Bidder to comply with the requirements of ITB Sub-Clause 35.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security.
- 36. Advance Payment and Security** 36.1 The Employer will provide an Advance Payment on the Contract Price as stipulated in the Conditions of Contract, subject to the amount **stated in the BDS.**
- 37. Adjudicator** 37.1 The Employer proposes the person **named in the BDS** to be appointed as Adjudicator under the Contract, at an hourly fee **specified in the BDS**, plus reimbursable expenses. If the Bidder disagrees with this proposal, the Bidder should so state in the Bid. If, in the Letter of Acceptance, the Employer has not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed by the Appointing Authority designated in the Special Conditions of Contract at the request of either party.

Section II. Bidding Data Sheet

Instructions to Bidders Clause Reference

A. General	
1.1	<p>The Employer is <i>the National Pension Scheme Authority (NAPSA)</i>.</p> <p>The name and identification number of the Contract is <i>tender for the provision of maintenance services of the firefighting equipment and gas suppression systems at selected NAPSA properties, on a one (1) year running contract, subject to review and possible renewal for another year, based on satisfactory performance (NAPSA/DI/19/25)</i></p>
1.2	The Intended Completion Date is <i>TBA</i>
2.1	<p>The Procuring Entity is <i>the National Pension Scheme Authority</i></p> <p>The Project is <i>tender for the provision of maintenance services of the firefighting equipment and gas suppression systems at selected NAPSA properties, on a one (1) year running contract, subject to review and possible renewal for another year, based on satisfactory performance (NAPSA/DI/19/25)</i></p>
5.2	Prequalification <i>has not</i> been undertaken.
5.3	The Qualification Information and Bidding forms to be submitted are as follows: <i>The Bidder must have at least five (5) years' experience in servicing and maintenance of fire system, gas suppression and relay management. Evidence MUST be in the form of 2 service Contracts or 2 reference letters addressed to NAPSA.</i>
5.4	The information needed for Bids submitted by joint ventures is as follows: <i>Articles of Incorporation or Registration of Joint Venture, showing legal constitution</i>
5.5	The qualification criteria in Sub-Clause 4.4 are modified as follows: <i>Not Applicable</i>
5.5(a)	The minimum required annual volume of Services for the successful Bidder in any of the last ten years shall be <i>Not Applicable</i> .
5.5(b)	<p>The experience required to be demonstrated by the Bidder should include as a minimum that he has executed during the last five (5) years the following:</p> <p><i>The Bidder must have at least five (5) years' experience in servicing and maintenance of fire systems, gas suppression and relay management. Evidence MUST be in the form of 2 service Contracts or 2 reference letters addressed to NAPSA.</i></p>

5.5(c)	The essential equipment to be made available for the Contract by the successful Bidder shall be <i>Not Applicable</i> .
5.5(e)	The minimum amount of liquid assets and/or credit facilities net of other contractual commitments of the successful Bidder shall be <i>Not Applicable</i>
5.5	Subcontractors' experience <i>shall</i> be taken into account.
8.1	Site visits are <i>not</i> mandatory and can be undertaken by the Bidders at their own convenience.
B. Bidding Data	
9.2 and 19.1	The number of copies of the Bid to be completed and returned shall be ONE ORIGINAL, SUBMITTED ELECTRONICALLY THROUGH THE ZPPA e-GP SYSTEM
C. Preparation of Bids	
13.1	<p>The additional materials required to be completed and submitted are:</p> <ul style="list-style-type: none"> i. Bid Form, duly signed by the bidder's authorised representative with Power of Attorney. <i>Refer to the template on page 34 having the title Service Provider's Bid.</i> ii. Bid Securing Declaration, duly signed by the Bidder's authorised representative with Power of Attorney, <i>with a suspension period of three (3) years. Refer to the template on page 46, having the title Form of Bid-Securing Declaration.</i> iii. Written Power of Attorney (POA), clearly showing both the appointing authority(ies) and appointed representative's specimen signatures, full names, and designation in the company. (The Power of Attorney shall be from Management or Board of Directors or Company Secretary). <i>Refer to the template of the POA on page 101.</i>
14.4	The Contract <i>shall not be</i> subject to price adjustment in accordance with Clause 6.6 of the Conditions of Contract.
15.1	Local inputs shall be quoted in <i>Zambian Kwacha (ZMW)</i> .
16.1	The period of Bid validity shall be <i>one-twenty (120) days</i> after the deadline for Bid submission specified in the BDS.
17.1	<p>The Bidder shall provide:</p> <ul style="list-style-type: none"> i. Certificate of Incorporation or Registration from the Patents and Companies Registration Agency (PACRA)

	<p>ii. Bidders must include a copy of a <i>current, full</i> PACRA print out showing the shareholding structure. Please note that the PACRA Printout should come from PACRA and Annual Returns or any other document authored or populated by the Bidder will not be accepted.</p> <p>iii. Valid 2025 Tax Clearance Certificate from the Zambia Revenue Authority (ZRA). <i>The certificate should be current and verifiable online. A suspended certificate will not be accepted.</i></p> <p>iv. Valid 2025 NAPSA Compliance Certificate. <i>The certificate should be current and verifiable online. A suspended certificate will not be accepted.</i></p>
17.2	The Bid Security shall be in the form of a Bid Securing Declaration, duly signed by the Bidder's authorised representative with Power of Attorney.
18.1	Alternative bids shall not be permitted.
18.2	<p>Alternative times for completion shall not be permitted. If permitted, the range of acceptable completion time is: <i>Not Applicable.</i></p> <p>If alternative times for completion are permitted, the evaluation method will be as follows: <i>Not Applicable.</i></p>
18.4	<p>Alternative technical solutions shall be permitted for the following parts of the Services: <i>Not Applicable</i></p> <p>If alternative technical solutions are permitted, the evaluation method will be as follows: <i>Not Applicable.</i></p>
D. Submission of Bids	
20.2	<p>The Employer's address for the purpose of Bid submission is</p> <p style="text-align: center;"><i>The Director General National Pension Scheme Authority Levy Business Park Office Block NAPSA House Cnr Kabelenga and Church Roads P.O. Box 51275 Lusaka Zambia Phone +260 211 395000.</i></p> <p>For identification of the bid the envelopes should indicate:</p> <p style="text-align: center;"><i>Contract: Tender for the provision of maintenance services of the firefighting equipment and gas suppression systems at selected NAPSA properties, on a one (1) year running contract, subject to review and possible renewal for another year, based on satisfactory performance</i></p>

	Bid / Contract Number: <i>NAPSA/DI/19/25</i>
21.1	The deadline for submission of bids shall be Friday, 7th November, 2025 at 10:30 hours.
E. Bid Opening and Evaluation	
24.1	Bids will be opened <i>electronically through the ZPPA e-GP System</i> at 11:00 hours on Friday, 7th November, 2025.
29.1	<p>Currency chosen for the purpose of converting to a common currency.</p> <p><i>Zambian Kwacha, except for Equipment and related software manufactured outside Zambia, for which the currency shall be in USD Dollar. There will be conversion of all prices expressed in various currencies into a single one. Bank of Zambia Exchange rate for the tender closing date shall apply for price conversion.</i></p> <p>Source of exchange rate: <i>Bank of Zambia</i></p> <p>Exchange rate date: <i>Tender closing date.</i></p>
F. Award of Contract	
35.0	The Performance Security acceptable to the Employer shall be the in the Standard Form of a <i>bond</i> . However, the form for the Performance Security, when required, shall only be completed by the successful Bidder <i>after</i> contract award.
36.1	An Advance Payment shall not be applicable for this Contract.
37.1	The Adjudicator shall be appointed by the Appointing Authority designated in the Special Conditions of Contract at the request of either party. The hourly fee for this proposed Adjudicator shall be <i>agreed upon by both parties to the contract</i> . The biographical data of the proposed Adjudicator is as follows: TBA

Section II. Evaluation and Qualification Criteria

This Section complements the Instructions to Bidders. It contains the criteria that the Procuring Entity may use to evaluate a bid and determine whether a Bidder has the required qualifications. No other criteria shall be used.

Contents

1. Evaluation Criteria

1. Evaluation Criteria (ITB 32.3 (d))**1.****i) PRELIMINARY EVALUATION**

- a. Written Power of Attorney (POA), clearly showing **both** the appointing authority(ies) and appointed representative's specimen signatures, full names, and designation in the company. (**The Power of Attorney shall be from Management or Board of Directors or Company Secretary**). Refer to the template of the POA on page 101.
- b. Bid Form, **duly** signed by the bidder's authorised representative with Power of Attorney. Refer to the template on page 34 having the title *Service Provider's Bid*.
- c. Bid Securing Declaration, **duly** signed by the Bidder's authorised representative with Power of Attorney, *with a suspension period of three (3) years*. Refer to the template on page 46 of the Solicitation Document, having the title *Bid-Securing Declaration*.
- d. Certificate of Incorporation or Registration from the Patents and Companies Registration Agency (PACRA).
- e. Bidders must include a copy of a *current, full* PACRA print out showing the shareholding structure. Please note that the PACRA Printout **should** come from PACRA and Annual Returns or any other document authored or populated by the Bidder will not be accepted.
- f. **Valid** 2025 Tax Clearance Certificate from the Zambia Revenue Authority (ZRA). *The certificate should be current and verifiable online. A suspended certificate would not be accepted.*
- g. **Valid** 2025 NAPSA Compliance Certificate. *The certificate should be current and verifiable online. A suspended certificate would not be accepted.*
- h. **Valid** 2025 Workers' Compensation Fund Control Board Employer Compliance Certificate.
- i. Company Registration with the Local Authority (Fire department or Council).
- j. Valid 2025 National Council of Construction (NCC) Certificate, **SV Category E Grade 1-4**.
- k. Local Bidders **must** submit the name of the Citizen Bidders they intend to partner with if awarded the contract, the documentation on the partnership arrangements between the local bidder and citizen supplier or bidder, and provide other documentation stated in the solicitation document (Certificate of incorporation, valid 2025 NAPSA Compliance certificate, valid ZRA Tax clearance certificate and PACRA printout); pursuant to Regulation 75 sub-regulation 5 of the Public Procurement Regulations Statutory Instrument No. 30 of 2022.
- l. Joint Venture Agreement. Where a bid is submitted as a Joint Venture, all the parties to the Joint Venture **should** sign the JV agreement. Further, all parties participating in a JV will be required to submit (attach); valid 2025 Tax Clearance Certificate, and valid 2025 NAPSA Compliance Certificate. All partners to a JV must submit

	<p>their registration, statutory and litigation documents to be considered compliant. Only Joint Venture Agreements will be considered for this requirement. Letters of Association will not be considered. Regarding the submission of legal documents, if a Joint Venture Agreement entered into with a Foreign Bidder, the Foreign Bidder must submit notarised documents. (Furthermore, it would be advisable that JVs undertaken with a Foreign Bidder have the Citizen or Local Bidder given the Power of Attorney).</p> <p><i>NB: The Best Evaluated Bidder will be required to furnish the Authority with a Litigation status before award of tender, that shall be authored by a duly authorised representative of the bidder or law firm. The Litigation Status should provide the following details:</i></p> <p style="padding-left: 40px;"><i>i. State if the bidder has pending litigation in any Courts or Tribunal.</i></p> <p style="padding-left: 40px;"><i>ii. If so, they should list all such matters.</i></p> <p><i>Note: Only if the bidder will have submitted the requirements in totality at preliminary examination stage will they be allowed to proceed for technical evaluation.</i></p>																														
<p>2.</p>	<p>ii) TECHNICAL EVALUATION</p> <p>a) Company Experience: The contractor shall provide proof of experience of similar works in the past three (5) years in tabulated form and in addition, provide copies of at least two (2) service contracts/ reference letters addressed to NAPSA with a title of this tender.</p> <table border="1" data-bbox="289 1062 1513 1302"> <thead> <tr> <th>Project Name</th> <th>Name of Employer</th> <th>Type of Service</th> <th>Date of Contract Award</th> <th>Contract Value</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p>b) Required Skills: The contractor is obliged to use only qualified personnel as follows:</p> <table border="1" data-bbox="289 1407 1513 1780"> <thead> <tr> <th>Skill</th> <th>Required Number of Personnel</th> <th>Qualification</th> <th>Required Experience</th> <th>EIZ Practicing license</th> </tr> </thead> <tbody> <tr> <td>Team leader</td> <td>1</td> <td>Minimum of a Diploma in Electrical /Electronic Engineering Mechanical Engineering</td> <td>3 years' experience in maintenance of Fire Detection, gas suppression and relay management</td> <td>Yes</td> </tr> </tbody> </table>	Project Name	Name of Employer	Type of Service	Date of Contract Award	Contract Value																Skill	Required Number of Personnel	Qualification	Required Experience	EIZ Practicing license	Team leader	1	Minimum of a Diploma in Electrical /Electronic Engineering Mechanical Engineering	3 years' experience in maintenance of Fire Detection, gas suppression and relay management	Yes
Project Name	Name of Employer	Type of Service	Date of Contract Award	Contract Value																											
Skill	Required Number of Personnel	Qualification	Required Experience	EIZ Practicing license																											
Team leader	1	Minimum of a Diploma in Electrical /Electronic Engineering Mechanical Engineering	3 years' experience in maintenance of Fire Detection, gas suppression and relay management	Yes																											

Technician	1	Craftsman Certificate/in Leading Fireman/Mechanical/ Electro -Mechanical Engineering	2 years' experience in maintenance of sprinkler system, valves, electrical and diesel engine	Yes
Assistant Technician	1	Craft/ trade certificates in Electrical/ Electronics/Mechanical or any other relevant field	2 years	Yes

To comply with this requirement, the bidder must submit copies of

- i. Professional certificates
- ii. Curricula Vitae (CVs) of the proposed personnel **signed by the owner of the CV**
- c) **Required Equipment/ Tools:** The contractor shows possession of a good number of the tools to be used and should be tabulated in the format shown below:

S/No.	EQUIPMENT	OWNED	HIRED

NB: Only if the bidder will qualify at the detailed evaluation stage (technical) will it be eligible for commercial evaluation

3. **iii) COMMERCIAL EVALUATION**

Bidders must clearly state the following:

- a) Currency is Zambian Kwacha (ZMW);
- b) The source of exchange rate is: **Central Bank of Zambia**. The date of exchange rate determination is **date of tender closing and bid opening**.
- c) Quarterly Charges and Total Annual Cost for the Service; inclusive of the charges for the replacement of equipment, as per appended schedule of equipment.
- d) All prices quoted by the bidder will remain firm for the *full* period of the contract and will not be subject to revision.
- e) Value-Added Tax (VAT) and *other applicable taxes* should be quoted separately (if applicable).
- f) Payment terms should be 30 days credit period.
- g) Bid validity period should be *120* days

Section III. Bidding Forms

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Service Provider's Bid

[date]

To: *[name and address of Employer]*

Having examined the bidding documents including addenda No, we offer to execute the *[name and identification number of Contract]* in accordance with the Conditions of Contract, specifications, drawings and activity schedule accompanying this Bid for the Contract Price of *[amount in numbers]*, *[amount in words]* *[names of currencies]*.

The Contract shall be paid in the following currencies:

Currency	Amount payable in currency	Inputs for which foreign currency is required
(a)		
(b)		

We accept the appointment of *[name proposed in the Bidding Data Sheet]* as the Adjudicator.

[or]

We do not accept the appointment of *[name proposed in the Bidding Data Sheet]* as the Adjudicator, and propose instead that *[name]* be appointed as Adjudicator, whose daily fees and biographical data are attached.

This Bid and your written acceptance of it shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Bid you receive.

We hereby confirm that this Bid complies with the Bid validity and Bid Security required by the bidding documents and specified in the Bidding Data Sheet.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of agent	Amount and Currency	Purpose of Commission or gratuity
(if none, state "none")		

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

Qualification Information

1. Individual Bidders or Individual Members of Joint Ventures

- 1.1 Constitution or legal status of Bidder: *[attach copy]*
 Place of registration: *[insert]*
 Principal place of business: *[insert]*
 Power of attorney of signatory of Bid: *[attach]*
- 1.2 Total annual volume of Services performed in five years, in the internationally traded currency specified in the BDS: *[insert]*
- 1.3 Services performed as prime Service Provider on the provision of Services of a similar nature and volume over the last five years. The values should be indicated in the same currency used for Item 1.2 above. Also list details of work under way or committed, including expected completion date.

Project name and country	Name of employer and contact person	Type of Services provided and year of completion	Value of contract
(a)			
(b)			

- 1.4 Major items of Service Provider's Equipment proposed for carrying out the Services. List all information requested below. Refer also to ITB Sub-Clause 5.4(c).

Item of equipment	Description, make, and age (years)	Condition (new, good, poor) and number available	Owned, leased (from whom?), or to be purchased (from whom?)
(a)			
(b)			

- 1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer also to ITB Sub-Clause 5.4(e) and GCC Clause 9.1.

Position	Name	Years of experience (general)	Years of experience in proposed position

(a)
(b)

- 1.6 Proposed subcontracts and firms involved. Refer to GCC Clause 7.

Sections of the Services	Value of subcontract	Subcontractor (name and address)	Experience in providing similar Services
(a)			
(b)			

- 1.7 Financial reports for the last five years: balance sheets, profit and loss statements, auditors' reports, etc. List below and attach copies.
- 1.8 Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents. We certify/confirm that we comply with eligibility requirements as per ITB Clause 4.
- 1.9 Name, address, and telephone, telex, and facsimile numbers of banks that may provide references if contacted by the Employer.
- 1.10 Information regarding any litigation, current or within the last five years, in which the Bidder is or has been involved.

Other party(ies)	Cause of dispute	Details of litigation award	Amount involved
(a)			
(b)			

- 1.11 Statement of compliance with the requirements of ITB Sub-Clause 4.2.
- 1.12 Proposed Program (service work method and schedule). Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding documents.

-
- 2. Joint Ventures**
- 2.1 The information listed in 1.1 - 1.11 above shall be provided for each partner of the joint venture.
 - 2.2 The information in 1.12 above shall be provided for the joint venture.
 - 2.3 Attach the power of attorney of the signatory(ies) of the Bid authorizing signature of the Bid on behalf of the joint venture.
 - 2.4 Attach the Agreement among all partners of the joint venture (and which is legally binding on all partners), which shows that
 - (a) all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;
 - (b) one of the partners will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and
 - (c) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.
- 3. Additional Requirements**
- 3.1 Bidders should provide any additional information required in the BDS and to fulfill the requirements of ITB Sub-Clause 5.1, if applicable.

Letter of Acceptance

[letterhead paper of the Employer]

[date]

To: *[name and address of the Service provider]*

This is to notify you that your Bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words]* *[name of currency]*, as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

Note: Insert one of the 3 options for the second paragraph. The first option should be used if the Bidder has not objected the name proposed for Adjudicator. The second option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was accepted by the Employer. And the third option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was not accepted by the Employer.

We confirm that *[insert name proposed by Employer in the Bidding Data]*,

or

We accept that *[name proposed by bidder]* be appointed as the Adjudicator

or

We do not accept that *[name proposed by bidder]* be appointed as Adjudicator, and by sending a copy of this letter of acceptance to *[insert the name of the Appointing Authority]*, we are hereby requesting *[name]*, the Appointing Authority, to appoint the Adjudicator in accordance with Clause 37.1 of the Instructions to Bidders

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Please return the attached Contract duly signed

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract

Form of Contract

[letterhead paper of the Employer]

LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the “Contract”) is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Employer]* (hereinafter called the “Employer”) and, on the other hand, *[name of Service Provider]* (hereinafter called the “Service Provider”).

[Note: In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Employer”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider’s obligations under this Contract, namely, [name of Service Provider] and [name of Service Provider] (hereinafter called the “Service Provider”).]

WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;
- (c) the Employer has received funds towards the cost of the Services and intends to apply a portion of the proceeds of the funds to eligible payments under this Contract, it being understood (i) that payments by the Employer will be made only at the request of the Project Manager, (ii) that such payments will be subject, in all respects, to the terms and conditions of the Contract, and (iii) that no party other than the Employer shall derive any rights from the proceeds;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider’s Bid
- (c) the Special Conditions of Contract;
- (d) the General Conditions of Contract;
- (e) the Specifications;
- (f) the Priced Activity Schedule; and

- (g) The following Appendices: [*Note: If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.*]

Appendix A: Description of the Services

Appendix B: Schedule of Payments

Appendix C: Key Personnel and Subcontractors

Appendix D: Breakdown of Contract Price in Foreign Currency

Appendix E: Breakdown of Contract Price in Local Currency

Appendix F: Services and Facilities Provided by the Employer

Appendix G: Performance Incentive Compensation

- 2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
 - (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of [*name of Employer*]

[*Authorized Representative*]

For and on behalf of [*name of Service Provider*]

[*Authorized Representative*]

[*Note: If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:*]

For and on behalf of each of the Members of the Service Provider

[*name of member*]

[*Authorized Representative*]

[*name of member*]

[Authorized Representative]

Bid Security (Bank Guarantee)

[The Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

Beneficiary: _____

Date: _____

BID GUARANTEE No.: _____

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of _____ under Invitation for Bids No. _____ ("the IFB").

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee.

At the request of the Bidder, we _____ hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of _____ (_____) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by the Procuring Entity during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twenty-eight days after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

[signature(s)]

Bid Security (Bid Bond)

[The Surety shall fill in this Bid Bond Form in accordance with the instructions indicated.]

BOND NO. _____

BY THIS BOND _____ as Principal (hereinafter called “the Principal”), and _____, **authorized to transact business in** _____, as Surety (hereinafter called “the Surety”), are held and firmly bound unto _____ as Obligee (hereinafter called “the Procuring Entity”) in the sum of _____⁶ _____, for the payment of which sum, well and truly to be made, we, the said Principal and Surety, bind ourselves, our successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has submitted a written Bid to the Procuring Entity dated the _____ day of _____, 20____, for the construction of _____ (hereinafter called the “Bid”).

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that if the Principal:

- (a) withdraws its Bid during the period of bid validity specified in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by the Procuring Entity during the period of Bid validity; (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the Performance Security, if required, in accordance with the Instructions to Bidders.

then the Surety undertakes to immediately pay to the Procuring Entity up to the above amount upon receipt of the Procuring Entity’s first written demand, without the Procuring Entity having to substantiate its demand, provided that in its demand the Procuring Entity shall state that the demand arises from the occurrence of any of the above events, specifying which event(s) has occurred.

The Surety hereby agrees that its obligation will remain in full force and effect up to and including the date 28 days after the date of expiration of the Bid validity as stated in the Invitation to Bid or extended by the Procuring Entity at any time prior to this date, notice of which extension(s) to the Surety being hereby waived.

IN TESTIMONY WHEREOF, the Principal and the Surety have caused these presents to be executed in their respective names this _____ day of _____ 20____.

Principal: _____ Surety: _____
 Corporate Seal (where appropriate)

⁶ The amount of the Bond shall be denominated in the currency of the Procuring Entity’s country or the equivalent amount in a freely convertible currency.

(Signature)

(Printed name and title)

(Signature)

(Printed name and title)

Bid-Securing Declaration

[The Bidder shall fill in this Form in accordance with the instructions indicated.]

Date: _____
 Bid No.: _____
 Alternative No.: _____

To: _____

We, the undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding in any contract with the Procuring Entity for the period of time of _____ starting on _____, if we are in breach of our obligation(s) under the bid conditions, because we:

- (a) have withdrawn our Bid during the period of bid validity specified in the Form of Bid;
or
- (b) having been notified of the acceptance of our Bid by the Procuring Entity during the period of bid validity, (i) fail or refuse to execute the Contract; or (ii) fail or refuse to furnish the Performance Security, if required, in accordance with the ITB.

We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of our Bid.

Signed: _____

In the capacity of: _____

Name: _____

Duly authorized to sign the bid for and on behalf of: _____

Dated on _____ day of _____, _____
 Corporate Seal (where appropriate)

Section IV. Eligible Countries

Eligibility for the Provision of Goods, Works and Services in Zambia

1. In accordance with Section 89 of the Public Procurement Act No. 8 of 2020, as amended by Section 28 of the Public Procurement Act (Amendment) No. 17 of 2023 and Clause 223 of the Public Procurement Regulations SI No. 30 of 2022, the Government permits firms and individuals from all countries to offer goods, works and services for Government-financed projects. As an exception, firms of a Country or goods manufactured in a Country may be excluded if:

- (i): as a matter of law or official regulation, the Government prohibits commercial relations with that Country, provided that Cooperating Partners involved are satisfied that such exclusion does not preclude effective competition for the supply of the Goods or Works required, or
- (ii): by an Act of Compliance with a Decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Government prohibits any import of goods from that Country or any payments to persons or entities in that Country.

2. For the information of Procuring Entities and bidders, at the present time firms, goods and services from the following countries are excluded from this bidding:

- (a) With reference to paragraph (i) above:

- (b) With reference to paragraph (ii) above:

Part II – Activity Schedule

Section V. Activity Schedule

(see User's Guide)

Part III – Conditions of Contract and Contract Forms

Section VI. General Conditions of Contract

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Section V. General Conditions of Contract

A. General Provisions

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) The Adjudicator is the person appointed jointly by the Employer and the Contractor to resolve disputes in the first instance, as provided for in Sub-Clause 8.2 hereunder.
- (b) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (c) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
- (d) “Contract” means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
- (e) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
- (f) “Dayworks” means varied work inputs subject to payment on a time basis for the Service Provider’s employees and equipment, in addition to payments for associated materials and administration.
- (g) “Employer” means the party who employs the Service Provider
- (h) “Foreign Currency” means any currency other than the currency of Zambia;
- (i) “GCC” means these General Conditions of Contract;
- (j) “Government” means the Government of the Republic of Zambia, any Procuring Entity or the relevant approvals authority as defined in the Public Procurement Act of 2020;
- (k) “Local Currency” means Zambian Kwacha (ZMW);
- (l) “Member,” in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member in Charge” means the entity specified in the SC to act on their behalf in exercising all

the Service Provider' rights and obligations towards the Employer under this Contract;

- (m) "Party" means the Employer or the Service Provider, as the case may be, and "Parties" means both of them;
- (n) "Personnel" means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;
- (o) "Service Provider" is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;
- (p) "Service Provider's Bid" means the completed bidding document submitted by the Service Provider to the Employer
- (q) "SCC" means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- (r) "Specifications" means the specifications of the service included in the bidding document submitted by the Service Provider to the Employer
- (s) "Services" means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider's Bid.
- (t) "Subcontractor" means any entity to which the Service Provider subcontracts any part of the Services in accordance with the provisions of Sub-Clauses 3.5 and 4.

1.2 Applicable Law The Contract shall be interpreted in accordance with the laws of the **Republic of Zambia**.

1.3 Language This Contract has been executed **English**, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address **specified in the SCC**.

1.5 Location The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a

particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the Employer may approve.

**1.6 Authorized
Representatives**

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials **specified in the SCC**.

**1.7 Inspection and
Audit by the
Government**

The Service Provider shall permit the Government to inspect its accounts and records relating to the performance of the Services and to have them audited by auditors appointed by the Government, if so required by the Government.

**1.8 Taxes and
Duties**

The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

**2. Commencement, Completion, Modification, and Termination of
Contract**

**2.1 Effectiveness of
Contract**

This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be **stated in the SCC**.

**2.2 Commencement
of Services**

2.2.1 Program

Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

**2.2.2 Starting
Date**

The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC**.

**2.3 Intended
Completion Date**

Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC**. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.

2.4 Modification

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties and shall

not be effective until the consent of the relevant approvals authority as defined by the Public Procurement Act of 2020 has been obtained.

2.5 Force Majeure

2.5.1 Definition For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

2.5.2 No Breach of Contract The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.5.4 Payments During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

2.6 Termination

2.6.1 By the Employer The Employer may terminate this Contract, by not less than thirty (30) days’ written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider become insolvent or bankrupt;

- (c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

- (i) “corrupt practice”⁷ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) “fraudulent practice”⁸ is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) “collusive practice”⁹ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) “coercive practice”¹⁰ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- (v) “obstructive practice” is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Government investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge

⁷ For the purpose of this Contract, “another party” refers to a public official acting in relation to the procurement process or contract execution. In this context, “public official” includes employees of other organizations taking or reviewing procurement decisions.

⁸ For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

⁹ For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

¹⁰ For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.

of matters relevant to the investigation or from pursuing the investigation, or

- (bb) acts intended to materially impede the exercise of the Government's inspection and audit rights provided for under Sub-Clause 1.7 above.

2.6.2 By the Service Provider

The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

2.6.3 Suspension of Funding

In the event that the Government suspends funding to the Employer, from which part of the payments to the Service Provider are being made:

- (a) The Employer is obligated to notify the Service Provider of such suspension within 7 days of having received the suspension notice.
- (b) If the Service Provider has not received sums due to by the due date stated in the SCC in accordance with Sub-Clause 6.5 the Service Provider may immediately issue a 14 day termination notice.

2.6.4 Payment upon Termination

Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with Subcontractors or third parties.

3.2 Conflict of Interests

3.2.1 Service Provider Not to Benefit from Commissions and Discounts.

The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project

The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.2.3 Prohibition of Conflicting Activities

Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;
- (b) during the term of this Contract, neither the Service Provider nor their Subcontractors shall hire public employees in active

duty or on any type of leave, to perform any activity under this Contract;

- (c) after the termination of this Contract, such other activities as may be **specified in the SCC**.

3.3 Confidentiality

The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

3.4 Insurance to be Taken Out by the Service Provider

The Service Provider (a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Subcontractors', as the case may be) own cost but on terms and conditions approved by the Employer, insurance against the risks, and for the coverage, as shall be **specified in the SCC**; and (b) at the Employer's request, shall provide evidence to the Employer showing that such insurance has been taken out and maintained and that the current premiums have been paid.

3.5 Service Provider's Actions Requiring Employer's Prior Approval

The Service Provider shall obtain the Employer's prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),
- (c) changing the Program of activities; and
- (d) any other action that may be **specified in the SCC**.

3.6 Reporting Obligations

The Service Provider shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.

3.7 Documents Prepared by the Service Provider to Be the Property of the Employer

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.6 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be **specified in the SCC**.

3.8 Liquidated Damages

3.8.1 Payments of Liquidated Damages The Service Provider shall pay liquidated damages to the Employer at the rate per day **stated in the SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount **defined in the SCC**. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.

3.8.2 Correction for Overpayment If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Sub-Clause 6.5.

3.8.3 Lack of performance penalty If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and **specified in the SCC**.

3.9 Performance Security The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Employer, and denominated in the types and proportions of the currencies in which the Contract Price is payable. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract in case of a bank guarantee, and until one year from the Completion Date of the Contract in the case of a Performance Bond.

4. Service Provider's Personnel

4.1 Description of Personnel The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.

4.2 Removal and/or Replacement of Personnel (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary

to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.

- (b) If the Employer finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. Obligations of the Employer

5.1 Assistance and Exemptions

The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as **specified in the SCC.**

5.2 Change in the Applicable Law

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case may be.

5.3 Services and Facilities

The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

6. Payments to the Service Provider

6.1 Lump-Sum Remuneration

The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.

6.2 Contract Price

- (a) The price payable in local currency is **set forth in the SCC.**

- (b) The price payable in foreign currency is set **forth in the SCC**.
- 6.3 Payment for Additional Services, and Performance Incentive Compensation**
- 6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.
- 6.3.2 **If the SCC so specify**, the service provider shall be paid performance incentive compensation as set out in the Performance Incentive Compensation appendix.
- 6.4 Terms and Conditions of Payment**
- Payments will be made to the Service Provider according to the payment schedule **stated in the SCC**. **Unless otherwise stated in the SCC**, the advance payment (Advance for Mobilization, Materials and Supplies) shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period **stated in the SCC**. Any other payment shall be made after the conditions **listed in the SCC** for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.
- 6.5 Interest on Delayed Payments**
- If the Employer has delayed payments beyond fifteen (15) days after the due date stated in the SCC, interest shall be paid to the Service Provider for each day of delay at the rate stated in the SCC.
- 6.6 Price Adjustment**
- 6.6.1 Prices shall be adjusted for fluctuations in the cost of inputs only if **provided for in the SCC**. If so provided, the amounts certified in each payment certificate, after deducting for Advance Payment, shall be adjusted by applying the respective price adjustment factor to the payment amounts due in each currency. A separate formula of the type indicated below applies to each Contract currency:
- $$P_c = A_c + B_c \text{ Lmc/Loc} + C_c \text{ Imc/Ioc}$$
- Where:
- P_c is the adjustment factor for the portion of the Contract Price payable in a specific currency “c”.
- A_c , B_c and C_c are coefficients specified in the SCC, representing: A_c the nonadjustable portion; B_c the adjustable portion relative to labor costs and C_c the adjustable portion for other inputs, of the Contract Price payable in that specific currency “c”; and
- Lmc is the index prevailing at the first day of the month of the corresponding invoice date and Loc is the index prevailing 28 days before Bid opening for labor; both in the specific currency “c”.

Imc is the index prevailing at the first day of the month of the corresponding invoice date and Ioc is the index prevailing 28 days before Bid opening for other inputs payable; both in the specific currency “c”.

If a price adjustment factor is applied to payments made in a currency other than the currency of the source of the index for a particular indexed input, a correction factor Z_o/Z_n will be applied to the respective component factor of pn for the formula of the relevant currency. Z_o is the number of units of currency of the country of the index, equivalent to one unit of the currency payment on the date of the base index, and Z_n is the corresponding number of such currency units on the date of the current index.

6.6.2 If the value of the index is changed after it has been used in a calculation, the calculation shall be corrected and an adjustment made in the next payment certificate. The index value shall be deemed to take account of all changes in cost due to fluctuations in costs.

6.7 Dayworks

6.7.1 If applicable, the Daywork rates in the Service Provider’s Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.

6.7.2 All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.

6.7.3 The Service Provider shall be paid for Dayworks subject to obtaining signed Dayworks forms as indicated in Sub-Clause 6.7.2

7. Quality Control

7.1 Identifying Defects

The principle and modalities of Inspection of the Services by the Employer shall be as **indicated in the SCC**. The Employer shall check the Service Provider’s performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider’s responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as **defined in the SCC**.

7.2 Correction of Defects, and

(a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability

**Lack of
Performance
Penalty**

period shall be extended for as long as Defects remain to be corrected.

- (b) Every time notice a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice.
- (c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Sub-Clause 3.8.

8. Settlement of Disputes

**8.1 Amicable
Settlement**

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

**8.2 Dispute
Settlement**

8.2.1 If any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other.

8.2.2 The Adjudicator shall give a decision in writing within 28 days of receipt of a notification of a dispute.

8.2.3 The Adjudicator shall be paid by the hour at the rate **specified in the BDS and SCC**, together with reimbursable expenses of the types **specified in the SCC**, and the cost shall be divided equally between the Employer and the Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 28 days of the Adjudicator's written decision. If neither party refers the dispute to arbitration within the above 28 days, the Adjudicator's decision will be final and binding.

8.2.4 The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place **shown in the SCC**.

8.2.5 Should the Adjudicator resign or die, or should the Employer and the Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract, a new Adjudicator will be jointly appointed by the Employer and the Service Provider. In case of disagreement between the Employer

and the Service Provider, within 30 days, the Adjudicator shall be designated by the Appointing Authority **designated in the SCC** at the request of either party, within 14 days of receipt of such request.

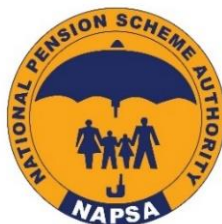
Section VII. Special Conditions of Contract

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1	The words “in the Government’s country” are amended to read “in <i>Zambia</i> .”
1.1(a)	The Adjudicator is <i>to be a third-party adjudicator selected by the parties to the contract, at contract award stage, when in dispute.</i>
1.1(e)	The contract name is <i>Tender for the provision of maintenance services of the firefighting equipment and gas suppression systems at selected NAPSA properties, on a one (1) year running contract, subject to review and possible renewal for another year, based on satisfactory performance (NAPSA/DI/19/25).</i>
1.1(h)	The Employer is <i>the National Pension Scheme Authority</i>
1.1(m)	The Member in Charge is <i>TBA</i>
1.1(p)	The Service Provider is <i>TBA</i>
1.4	<p>The addresses are:</p> <p>Employer: <u>The National Pension Scheme Authority</u></p> <p>Attention: <u>The Director General</u></p> <p>Tel: <u>+260 211 395000</u></p> <p>Email: info@napsa.co.zm</p> <p>Service Provider: <u>TBA</u></p> <p>Attention: _____</p> <p>Tel: _____</p> <p>Email: _____</p>
1.6	<p>The Authorized Representatives are:</p> <p>For the Employer: <u>The Director General</u></p> <p>For the Service Provider: <u>TBA</u></p>
2.1	The date on which this Contract shall come into effect is <i>TBA</i>
2.2.2	The Starting Date for the commencement of Services is <i>TBA</i>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
2.3	The Intended Completion Date is <i>TBA</i>
3.2.3	Activities prohibited after termination of this Contract are: <i>data breach and leakage, contrary to the Data Protection Act, No. 3 of 2021 (Data Act) and the Electronic Communications and Transactions Act No. 4 of 2021 ('the ECT Act')</i>
3.4	<p>The risks and coverage by insurance shall be: TBA</p> <p>(i) Third Party motor vehicle _____</p> <p>(ii) Third Party liability _____</p> <p>(iii) Employer's liability and workers' compensation _____</p> <p>(iv) Professional liability _____</p> <p>(v) Loss or damage to equipment and property _____</p>
3.5(d)	The other actions are <u>Not Applicable</u> .
3.7	Restrictions on the use of documents prepared by the Service Provider are: <i>Not Applicable</i>
3.8.1	<p>The liquidated damages rate due to poor performance shall apply.</p> <p>The maximum amount of liquidated damages for the whole contract is <i>0.02</i> percent of the final Contract Price.</p>
3.8.3	The percentage to be used for the calculation of Lack of performance Penalty(ies) is <i>fifteen (15) percent</i> .
5.1	<p>The assistance and exemptions provided to the Service Provider are:</p> <p><u>TBA</u></p>
6.2(a)	The amount in local currency is <i>TBA</i> .
6.2(b)	The amount in foreign currency or currencies is <i>Not Applicable</i> .
6.3.2	The performance incentive paid to the Service Provider shall be: <i>Not Applicable</i>
6.4	<p>Payments shall be made as follows:</p> <ul style="list-style-type: none"> • Payments shall be made 30 days from submission of a valid invoice.

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	<ul style="list-style-type: none"> • All payments shall be supported by a valid invoice and no payment will be made where there is an outstanding information/work by the service provider • An advance payment for this contract shall not apply.
6.5	Payment shall be made within <i>thirty (30)</i> days of receipt of a valid invoice and the relevant documents specified in Sub-Clause 6.4.
6.6.1	<p>Price adjustment in accordance with Sub-Clause 6.6.</p> <p>(a) For correction of arithmetic errors</p> <p>(b) For discounts offered</p>
7.1	<p>The principle and modalities of inspection of the Services by the Employer are as follows: <i>quality execution of the provision of maintenance services of the firefighting equipment and gas suppression systems at selected NAPSA properties, on a one (1) year running contract, subject to review and possible renewal for another year, based on satisfactory performance (NAPSA/DI/19/25), as specified in the terms of references.</i></p> <p>The Defects Liability Period is <i>six (6) months</i>.</p>
8.2.3	The Adjudicator <i>is to be a third-party adjudicator selected by the parties to the contract, at contract award stage, when in dispute</i> . Who will be paid a rate of <i>TBA</i> per hour of work. The following reimbursable expenses are recognized: <i>TBA</i>
8.2.4	The arbitration procedures of <i>the Judiciary of Zambia</i> will be used
8.2.5	The designated Appointing Authority for a new Adjudicator is <i>the Information and Communications Technology Association of Zambia</i> .

Section VIII. Performance Specifications and Terms of Reference (ToRs)



MAINTENANCE OF FIRE FIGHTING EQUIPMENT AND GAS SUPPRESSION SYSTEM AT SELECTED NAPSA PROPERTIES

DESCRIPTION OF THE WORKS

Employer's objectives

The objective is to maintain the serviceability of the Fire Fighting Equipment and suppression equipment at the Selected NAPSA Properties in a sustainable manner at the lowest operating and maintenance costs while ensuring compliance to general safety.

The Service Provider will maintain all the fire Fighting Equipment and gas suppression system at the Selected NAPSA Properties. The specifications and requirements in this document comprise the description of the Works. The Contractor will be appointed directly by the National Pension Scheme Authority.

Extent of the works

The Contractor will be fully responsible for maintaining the Fire detection and suppression systems at the Selected NAPSA Properties, including the interfaces to other equipment i.e. lifts, HVAC, Emergency doors etc.

Upon taking over the maintenance of the fire Fighting Equipment and gas suppression system, the Contractor shall carry out a thorough examination for each equipment and submit an examination report to the Employer's Representatives within a (2) weeks from the date of commencement of Contract. The Contractor shall check the running conditions of the fire Fighting Equipment and gas suppression system and shall immediately inform the Employer of any defect found. Apart from the above defective components or equipment claimed by the Contractor, it is deemed that all fire Fighting Equipment and gas suppression system available to him are in good working order and the Contractor shall be required to accept full responsibility of maintaining the fire Fighting Equipment and gas suppression system.

Upon arrival at the Employer's premises, at a pre-arranged time, the Contractor shall report to the Centre Manager/ Area / station managers/ Property Managers and attend to any matters which may necessitate action.

Upon completion of the service/maintenance visit, the Contractor shall complete a comprehensive written report with respect of Fire Fighting Equipment and Suppression system visit, listing all activities undertaken, additional work performed, and consumables used. The report pro-forma shall be to the Employer's approval. Detailed maintenance sheets shall be completed after service.

For each piece of equipment, all work will be carried out to standards as required by the Original Equipment Manufacturer (OEM) as well as any applicable governing law and/or regulations. Where OEM standards differ from those required by this document the more stringent requirement shall apply. The Contractor will be fully responsible for obtaining (and keeping up to date with) said requirements.

The Service provider will be responsible for providing staff which are sufficiently skilled and qualified for successful execution of the works. The Service provider shall comply with the Minimum Staffing Schedule (Evaluation criteria). This may be amended by mutual arrangement between the Employer and the Contractor from time to time.

The Service provider shall always remain responsible to ensure that the on-site staff compliment and maintenance regime is sufficient to maintain the service levels and system performance indicators as stipulated in the Annexes. Should the Service provider not be able to maintain adequate system performance indicators due to constraints caused by the Employer, it shall be timeously reported, in writing, to the Contract Manager. Refer to the Annexes for the required system performance indicators.

The Service provider will ensure that his/her staff compliment is of a sufficient quantity to allow for uninterrupted supply of labour.

The Service provider shall continuously ensure that all staff is suitable, able and competent for the duties required of them. The Contractor shall continuously ensure that all staff is knowledgeable and dependable in Fire Fighting equipment including sprinkler and Gas Suppression Systems maintenance activities/procedures in the area.

The Service provider shall further ensure that any staff member reasonably suspected of partaking in criminal activities is immediately removed from site.

All work shall be performed within the required Response Times – as stipulated in the Annexes. Any breakdown impacting on operations shall be attended-to until restored to good reliable condition. No breakdown may be left unattended or incomplete for the next day. All

repair work shall carry a defect free be guaranteed for a period of one year after completion of work.

All work shall be charged according to the Activity Schedule. However, no labour shall be charged for any non-scheduled work, repair work or other work when carried during scheduled maintenance.

The Service provider will be responsible for keeping spares levels up to a sufficient quantity and standard as to comply with the requirements of this contract and will charge the Employer accordingly. All spares will be charged according to the Activity Schedule. The Service provider shall arrange for the spares room. The Service provider shall keep the spares room in a neat and clean state, and an updated spares list will always be available on-site. Spares will be neatly arranged and easily locatable via an appropriate index on the spares list. Wherever practicable, a notice will be placed on the rack, next to the spare part, as to where the part is used in the installation. A resource will be dedicated to ensure that spares are effectively managed and scrapped parts and waste removed from site.

The Service provider will be responsible for holding all tools and/or special equipment that might be required for the execution of the works, either on site or on their premises in order to comply with the Response Time requirements of this contract. Any exclusion to the above should be clearly communicated in the returnable schedules when submitting the tender.

The Service provider shall ensure that, unless a special arrangement is made with the Centre Manager/ Area / station managers/ Property Managers, all senior staff members and is always immediately reachable via cell phone.

The Contractor shall ensure that all maintenance staff are issued with uniforms that will comply with a minimum requirement as agreed with the employer from time to time. Current requirements are safety shoes, track suit and a uniquely numbered reflective jacket (for easy identification via CCTV).

Location of the works

The Works are located the Selected NAPSA Properties.

PROCUREMENT

Preferential procurement procedures

Requirements

The Service Provider will respect OEM warranties to the Employer always when procuring spare parts, products or 3rd party services. It will be the Service Provider's sole responsibility to ensure that OEM warranty requirements are adhered to always.

Where Service Provider use or quote on spare parts of a lower quality than recommended by the OEM, or parts not recommended by the OEM, this shall be clearly indicated to the Service Manager on the quotation. This also implies that the Service Provider must build relationships with the various key OEM's.

The Service Provider must adhere to all NAPSA/ National requirements regarding fire, health and safety when procuring replacement equipment or spares.

No casual labour (i.e. "off the street" labour) may be employed by the Service Provider unless pre-arranged with the Employer. Whenever this is required, the Service Provider shall come to a suitable arrangement with the Employer regarding sourcing and screening of such individuals.

MANAGEMENT

Management of the works

Particular / generic specifications

All work shall conform to all relevant SANS standards, OHS ACT regulations and all other legislation that might be relevant to this Contract and the execution thereof.

All work shall be carried out in accordance with prevailing industry norms and best practice and will always comply with OEM requirements.

Planning and programming

All maintenance work shall be scheduled, and a roster presented to the Contract Manager at the end of the preceding month. Work shall be scheduled in a manner as not to interfere with any normal Centre operations.

The Selected NAPSA Properties peak operational hours shall be from 07:30 to 16:30 for every working day of the year on average.

As a minimum requirement, the Service Provider shall roster scheduled preventative maintenance activities.

Maintenance teams will attend to scheduled preventative maintenance, non-scheduled maintenance and breakdown maintenance. The Contractor must ensure that no scheduled maintenance work is carried over to the following week.

All Preventative Maintenance shall be scheduled, at least, to the requirements of the annexures (The Service Provider must ensure that sufficient allowances for all these items are made with his/her pricing in the Activity Schedule.)

Methods and procedures

The Service Provider must accept and respect the fact that a variety of stakeholders are involved in the Employer's business. Therefore, within reason and with prior arrangement with the Service Provider, the Employer might require the following from time to time:

- Assisting with emergency repairs on the system
- Re-scheduling of work to accommodate other activities
- Allowing access and aiding OEM suppliers to correct defects on equipment and/or systems
- Checking on other contractors to reduce risk
- Pointing out services to consultants or other contractors
- Providing access to other contractors
- Attending co-ordination and planning meetings
- Removing rubble and/or equipment from site
- Training of the Employer operators and/or technicians
- Providing of system data and/or statistics to the Employer
- Recommending improvements on maintenance procedures
- Recommending improvements on operational procedures
- Co-operating with the Employer Security Department relating to security issues

The Centre Manager may instruct operational and works procedures to the Contractor as might be required from time to time. The Service Provider will instruct his/her staff accordingly and implement measures to ensure that these procedures are strictly adhered to.

Quality plans and control

All work must be executed in accordance with prevailing industry norms and standards relating to quality.

In this regard, the Service Provider will be expected to draft quality plans for the Employer from time to time. Emphasis must be on improving system reliability and on ensuring that rostered maintenance work is indeed performed as and when required.

Environment

The Service Provider will keep noise and dust levels to a minimum. At no time shall his/her work result in nuisance, interference or danger to the public or any other person working at the Premises.

At no time shall the Service Provider:

- allow any pollutive or toxic substance to be released into the air or storm water systems
- interfere with, or put at risk, the functionality of any system or service
- cause a fire or safety hazard

Format of communications

Work instructions, daily check sheets, monthly maintenance reports, inventory reports, breakdown reports, exception reports, etc. will all be in a format as agreed with the contract Manager.

Key personnel

A schedule of key personnel to this Contract (as per the Schedules) will be provided to the Service Manager at commencement of this Contract. This will, as a minimum, include all persons from technician level to management level. For the full duration of this Contract, none of these persons will be replaced by a person of lesser ability or qualification.

Management meetings

The Service Provider will be expected to attend meetings relating to maintenance, operations, contract management and other issues that may arise from time to time. As far as it is practicable, the Service Provider will make all required persons available for these meetings. The Service Provider shall not submit claims for payment for staff attending any of these meetings.

Records

The Service Provider shall keep accurate records of staff attendance, maintenance work, safety inspections and exception reports. Records shall be available for scrutiny by the Employer at

any time. All records shall be in a format as agreed with the Centre Manager/ Area / station managers/ Property Managers.

Reports

When invoicing, the Service Provider shall ensure that all required reports for the corresponding month are attached to the monthly invoice. This will include monthly reports on:

1. system availability (averaged per week)
2. maintenance work (including % of scheduled maintenance work completed)
3. checks performed
4. maintenance plan for the next month
5. the latest spares inventory
6. Asset register up to date including equipment data
7. Outstanding maintenance issues

The Service Provider shall keep copies of all reports and records for at least 3 years. All reports shall be in a format as agreed with the Employer from time to time.

Proof of compliance with the law

The Employer may at any time request from the Service Provider reasonable proof that the Service Provider is in compliance with a law or regulation.

Health and safety

Health and safety requirements and procedures

The Employer shall be entitled to penalize the Contractor low service damages for each non-conformance to Health and Safety matters. This shall not transfer any of the Contractor's responsibilities in this regard to the Employer by any means.

The Contractor shall be fully responsible for compliance to the Occupational Health and Safety Act for all persons, equipment and installations relating to this Contract.

It shall be the Contractor's responsibility to ensure that all relevant labor and safety legislation is adhered to.

All persons on company premises shall obey all health and safety rules, procedures and practices. NO SMOKING signs and the prohibition of the carrying of smoking materials in designated areas shall always be obeyed.

The Contractor's Workmen's Compensation fees must be up to date. A copy of the Contractor's WCCB registration shall be produced on request.

Safety equipment shall be used where applicable (e.g. safety, goggles, boots, harness, etc.).
The

Contractor, at his/her own expense, shall provide such equipment for his/her employees. The Contractor shall apply the necessary discipline and control to ensure compliance by his workers.

All Contractors must ensure that his/her employees are familiar with the existing emergency procedures and must co-operate in any drills or exercises, which might be held. Emergency / fire equipment and extinguishers shall not be obstructed at any time.

No person shall perform an unsafe / unhygienic act or operation whilst on Company premises.

No unsafe/dangerous equipment or tools may be brought onto or used on Company premises.
The

Company reserves the right to inspect all equipment/tools at any time and to prevent/prohibit their use, without any penalty to the Company and without affecting the terms of the Contract in any way.

The Company reserves the right to act in any way to ensure the safety/security of any persons, equipment or goods, on its premises and will not be liable for any costs or loss evoked by the action. This includes the right to search all vehicles and persons entering, leaving or on the premises and to inspect any parcel, package, handbag and pockets. Persons who are not willing to permit such searches may not bring any such items or vehicles onto the premises.

The Contractor shall maintain good housekeeping standards in the area where he is working for the duration of the contract.

At no time, must the Contractor interfere with, or put at risk, the functionality of any fire prevention system. Care must also be taken to prevent fire hazards.

The Contractor is required to issue all staff with standard uniforms. This shall as a minimum include steel tipped safety shoes/boots, overalls (clearly marked with Contractor's company logo) and numbered reflective jackets. All costs relating to uniforms shall be for the Contractor's account.

Protection of the public

The Contractor/service provider shall take special care in order not to harm or endanger the public in any way. Work shall be sufficiently hoarded and guarded to safeguard children and the general public from injury relating to machinery, work or other.

Barricades and lighting

Where hoarding, barricades or lighting is required in the execution of the Works, the Contractor/service provider shall provide same at his/her own expense. Hoarding, barricades and lighting shall comply with industry accepted norms and standards and may not be used for purposes of advertising or any other purpose than safeguarding the Works.

Service Information

Schedule of Equipment Annex A

Service Level Agreement Annex B

Special Tools and Equipment Annex C

Resource proposal Annex D

Minimum Maintenance Programme Annex E

Internal and external factors Annex F

ANNEX A**SCHEDULE OF EQUIPMENT**

S/N	BUILDING	DESCRIPTION OF ITEMS	LOCATION	QTY
1	CLEMS HOUSE		CHINGOLA	
		9kgDCP Extinguisher		4
		5kgCo2 Extinguisher		4
		Fire Alarm System		1
2	SOLWEZI PROVIDENT HOUSE		SOLWEZI	
		9kgDCP Extinguisher		19
		5kgCo2 Extinguisher		1
		9lt Water Extinguisher		1
		Fire Hose reel		9
		Fire Alarm System		1
3	ZAMBEZI PROVIDENT HOUSE		ZAMBEZI	
		9kgDCP Extinguisher		6
		5kgCo2 Extinguisher		3
4	KINGSTONE BUILDING NDOLA		NDOLA	
		9kgDCP Extinguisher		15
		5kgCo2 Extinguisher		12
		9lt Foam		4
		Fire Hose reel		1
5	KITWE PROVIDENT HOUSE		KITWE	
		9kgDCP Extinguisher		16
		5kgCo2 Extinguisher		4
		9lt Foam Extinguisher		1
		9lt Water Extinguisher		1
		Fire Hose reel		2
6	NOLLIERS HOUSE LUANSHYA		LUANSHYA	
		9kg DCP Extinguisher		9
		5kg Co2 Extinguisher		2
	KALULUSHI SHOPPING COMPLEX		KALULUSHI	
		9kg DCP Extinguishers		19
		5kg Co2 Extinguishers		2
		1.8 x 1.8m fire blanket		
		Cost transport for above: Milage in kilometers@2872km		K
4	SENGANGA PROVIDENT HOUSE		SENGANGA	
		9kgDCP Extinguisher		4
5	MONGU PROVIDENT HOUSE		MONGU	
		9kgDCP Extinguisher		12
		5kgCo2 Extinguisher		2
		Fire Hose reel		3
		Cost transport for above: Milage in kilometers@1322km		K
6	PETAUKE PROVIDENT HOUSE		PETAUKE	
		9kgDCP Extinguisher		10
		5kgCo2 Extinguisher		1
		Fire Hose reel		2
7	CHIPATA PROVIDENT HOUSE		CHIPATA	
		9kgDCP Extinguisher		15
		5kgCo2 Extinguisher		8
		9lt Foam Extinguisher		6
		Fire Hose reel		6
		Fire Alarm System		1
		Cost transport for above:Milage in kilometers@1168		

		CONT'D SCOPE		
8	CHITANDA HOUSE		KABWE	
		9kgDCP Extinguisher		24
		5kgCo2 Extinguisher		1
		9lt Water Extinguisher		1
		Fire Hose reel		8
11	LAKE PRESS MBALA		MBALA	
		9kgDCP Extinguisher		4
		5kgCo2 Extinguisher		4
		Fire Hose reel		2
12	MKUSHI PROVIDENT HOUSE		MKUSHI	
		9kgDCP Extinguisher		11
		5kgCo2 Extinguisher		8
		Fire Hose reel		3
13	KAWAMBWA PROVIDENT HOUSE		KAWAMBWA	
		9kgDCP Extinguisher		6
		5kgCo2 Extinguisher		1
		9lt Foam Extinguisher		1
14	MANSA PROVIDENT HOUSE		MANSA	
		9kgDCP Extinguisher		38
		5kgCo2 Extinguisher		7
		9ltrsfoam Extinguisher		6
		9ltrswater Extinguisher		1
		Fire Hose reel		6
1	MPIKA NAPSA HOUSE		MPIKA	
		9kgDCP Extinguisher		22
		External Fire Hydrant		3
		Smoke Detectors		1
		Heat Detectors		35
		Manual Call point		6
		Fire bell		11
		Fire Hose reel		11
		Fire Alarm Control Panel		1
2	CHINSALI NAPSA HOUSE		CHINSALI	
		9kgDCP Extinguisher		22
		External Fire Hydrant		3
		Smoke Detectors		1
		Heat Detectors		35
		Manual Call point		6
		Fire bell		11
		Fire Hose reel		11
		Fire Alarm Control Panel		1
		Cost transport: Milage in kilometers@3264.5km		
15	MAZABUKA 62 AND 158		MAZABUKA	
		9kgDCP Extinguisher		7
		5kgCo2 Extinguisher		2
		2kgCo2 Extinguisher		1
		9ltrwater Extinguisher		3
16	CHOMA PROVIDENT HOUSE		CHOMA	
		9kg DCP Extinguisher		5
		5kg Co2 Extinguisher		2
		9ltrs foam Extinguisher		3
		Fire Hose reel		2
17	MONZE PROVIDENT HOUSE		MONZE	
		9kgDCP Extinguisher		8
		5kgCo2 Extinguisher		8

		CONT'D SCOPE		
18	MOSI O TUNYA HOUSE		LIVINGSTONE	
		9kg DCP Extinguisher		25
		5kg Co2 Extinguisher		13
		9ltrs foam Extinguisher		1
		9ltrs Water Extinguisher		1
		Fire hose reels		13
		Fire Alarm System		1
19	ELECTRA HOUSE		LUSAKA	
		9kg DCP Extinguishers		18
		5kg Co2 Extinguishers		1
20	GODFREY HOUSE		LUSAKA	
		9kg DCP Extinguishers		29
		5kg Co2 Extinguishers		2
		Fire Hose reel		13
22	PROVIDENT HOUSE LUSAKA		LUSAKA	
		9kg DCP Extinguishers		28
		5kg Co2 Extinguishers		1
		9ltrs Water Extinguisher		3
		Fire hose reels		17
		Fire Alarm System		1
25	LUSAKA SHOW GROUNDS		LUSAKA	
		9kg DCP Extinguisher		3
		5kg Co2 Extinguisher		3
		Fire Hose reel		1

ANNEX B

SERVICE LEVEL AGREEMENT (SLA)

Operational hours

Normal Centre operational hours shall be from 08:00 to 17:00 for every working day of the year but will be confirmed/amended by the Employer from time to time. The Contractor/Service provider must allow for sufficient after-hours work for scheduled work not to interfere with Centre operations.

Minimum Staffing Schedule

The Contractor must maintain the following minimum staff available always and should price accordingly:

Skill	Quantity	Days per week	Hours

Technician	1	Standby	When required and during scheduled preventative maintenance or call outs
Assistant	1	Standby	When required and during scheduled preventative maintenance or call outs

The Contractor must have additional resources available to attend to lengthy breakdowns or breakdowns of a specialized nature, whenever this is required in order to uphold the performance benchmarks of the SLA listed below.

It shall be the Contractor's responsibility to ensure that all relevant labour and safety legislation is adhered to.

The Contractor shall schedule staff to complete the preventative maintenance schedule accordingly. The Bidder must ensure that sufficient allowance for all these items is made for in his/her pricing in the Activity Schedule.

Detail requirements regarding staff

The Contractor shall continuously ensure that all staff is suitable, able and competent for the duties required of them. Staff must have suitable experience. The Contractor shall continuously ensure that all staff is knowledgeable on all equipment relating to the maintenance of Automatic Fire Protection System.

For all staff and senior personnel dedicated to this contract, the following must be submitted in detail:

Full Names

- Proof of qualifications and work experience on maintaining similar equipment system.

Minimum qualifications of staff

Technician

- Minimum of a Diploma:

in Electrical or Electronic

With at least;

- 3 years' experience in maintenance of Fire detection, FM200 gas suppression and relay management

Technical Assistant

- Trade certificate in electrical/electronic

1. Availability, mean time before failure and mean time to repair

Service Level Performance Benchmarks

Description	Benchmark
Availability	<p>Notwithstanding the closure time required for breakdowns requiring spare part(s) or a second level of response; the Automatic Sprinkler System shall be kept at or above an availability of 99.99% overall per month.</p>
<p>Response time (The time taken between when the call is notified to the Contractor and when the Contractor's representative has reached the affected equipment)</p>	<p>All breakdowns shall be responded to within:</p> <ul style="list-style-type: none"> ➤ 60 minutes from the time the breakdown is logged with the Contractor during normal working hours (08:00 to 17:00) ➤ 90 minutes from the time the breakdown is logged with the Contractor after-hours (17:00 to 08:00) <p>NOTE: The cumulative response time for any month may not exceed 100 minutes.</p>
<p>Closure Duration (The time taken between when the call is notified to the Contractor and when the</p>	<p>All breakdowns shall be resolved within:</p> <ul style="list-style-type: none"> ➤ 60 minutes from the time the breakdown is logged with the Contractor

outage on the equipment is resolved)	(08:00 to 17:00) ➤ 90 minutes from the time the breakdown is logged with the Contractor (17:00 to 08:00) NOTE: The cumulative closure duration for any month may not exceed 150 minutes.
% of planned maintenance completed per month	100% of all planned maintenance work orders shall be completed per Month

Human resources

The following minimum standards shall apply to resourcing:

1. For all callouts: The Contractor shall ensure a sufficient quantity and effective positioning of staff to meet or exceed the Service Level Agreement benchmarks.
2. The maintenance staff compliment shall be sufficient to perform all required preventative maintenance.
3. During operational hours, the Contractor shall respond in accordance to the S.L.A to successfully attend to breakdowns.
4. During operational hours, the Contractor shall have at least one senior person who will respond to the call outs who:
 - a) Is suitably qualified and experienced to resolve breakdowns and system faults.
 - b) Is suitably qualified and experienced to work on any electrical control panel and system component.
 - c) Is of a level of seniority to successfully direct and manage Contractor staff and possible sub-contractors during system breakdowns and can successfully interact with NAPSA operational staff and management.

Staff qualifications

It will always remain the Bidder's responsibility to ensure that staff is suitably qualified and experienced for the duties expected of them. Further all applicable legislative requirements must be adhered to in deploying staff.

The Employer reserves the right to verify all personnel employed under this contract. Furthermore, The Employer reserves the right to order that personnel that are not adequately qualified or suited for this contract are removed from the site.

The Contractor must comply and respond to the following:

*Compliance to benchmarks will be calculated on a weekly average except on repairs that will be calculated on a monthly average. The total operational hours for the respective week/month shall be used as a guide.

The only exceptions will be stoppages due to mains electricity supply failures and/or where the Employer has refused system repairs and/or adequate access to the site.

All the responses to the above stoppages shall be dispatched from the Selected NAPSA Properties

Once the Contractor has arrived on site, he/she must notify the Centre Manager/Area office/ Station office / Property Management of the problem found and the expected resolution time of the problem.

Finally, once the problem has been resolved the Contractor will advise the Centre Manager/Area office/ Station office / Property Management of the resolution.

*Availability will be calculated on a monthly average. This will include all stoppages, even if such stoppages are not under the Contractor's control. The only exceptions will be stoppages due to mains electricity supply failures and/or where the Employer has refused system repairs

and/or adequate access to the site. The total operational hours for the respective week/month shall be used as a measure for calculating availability. All other benchmarks above will be calculated on a weekly average.

2. Emergency Response time

NAPSA deems an emergency as a situation caused by unforeseen circumstances. This is only instances where:

❖ Delaying to source the required goods,

- ❖ Works or services will result in Loss of life or injury,
- ❖ Reputational harm,
- ❖ Financial losses,
- ❖ Legal consequences,
- ❖ Interruption of essential or
- ❖ Business services and
- ❖ Any other relevant consideration

Below are the some of the emergencies identified but not limited to the below list

Item Description	Response Time
In a case where water is leaking from an air-conditioner in a computer room	45 minutes during normal working hours
In a case where water is leaking from an air-conditioner in a computer room	60 minutes after hours

3. Guarantees

The defect free period is defined as that period following completion of the work where no defect directly associated with the Contractors workmanship is detected.

Defect free liability period – corrective or breakdown maintenance	The defect free period will be no less than 12 months.
Defect free liability period – project work	The defect free period will be no less than 12 months.

4. Assessments and Reviews

- Quarterly assessment/review shall be done according to this contract.
- Safety issues and file reviewed quarterly or as per Safety department frequency.

- Contract shall be Audited and Assessed from time to time.
- The contractor will be assessed and scored quarterly

5. Low service damages

Notification of Low service damages

The low service damages table does not influence the calculation of the contract sum/value. The amounts listed in this addendum will not be subjected to any future contract escalation and exclude VAT. This addendum may not be terminated for convenience.

The Employer must notify the Contractor in writing/via e-mail of its intention to impose low service damages within 30 days of an event, or the Employer will lose its right to impose the low service damages. Should the Employer not impose low service damages for an event it shall not be interpreted that the level of performance is acceptable or that the Employer shall not be entitled to impose low service damages for similar future events. Under no circumstances shall low service damages be regarded as the only action the Employer may take against the Contractor or the only amount it may claim from the Contractor.

Low Service Damages Table

Low service damages table 1		
Service Level		
Item	Low service	Damages
1	Failure to meet response time service level benchmarks	per infringement
2	Failure to meet closure duration service level benchmarks per Infringement	per infringement
3	Failure to maintain defect free period through poor workmanship on corrective or preventative maintenance tasks	
4	Where a repair is delayed by 1 calendar day or more due to the unavailability of a spare part without the approval	

	of the Centre Manager or his/her duly authorised representative	
5	Leaving a breakdown unattended or incomplete for another day without the approval of the Centre Manager or his/her duly authorised representative	
6	Failure to perform 100% of all required preventative maintenance tasks per month	
7	Total breakdowns requiring a second level of response exceeding the limit of 3 per month	

6. Continuous improvement

Continuous Improvement Program and the Computerized Maintenance Management System

It is hereby required that the Contractor ensures that a continuous improvement program is in place. For example, the criteria below may be used but not only limited to the items mentioned below.

1. An improvement in the availability of systems
2. An improvement on the minimization of spares holding (for example by increasing Mean Time to Failure of components)
3. Etc.

As mentioned above, this list is not comprehensive, and it is only used for illustrative purposes. Upon implementation of the contract the Employer and the Contractor shall agree targets for the continuous improvement program.

It is important to note that continuous improvement will only apply to those items that meet minimum benchmarks. Continuous improvement initiatives shall be reviewed every quarter or when deemed necessary by the Employer or the Contractor.

7. Internal and external factors

A list of some of the internal and external factors which may affect equipment SLAs / availability and are beyond the contractor's control. In such an event the contractor will not pay for low services damages which were caused by factors which were proven to be beyond the contractor's control.

8. Maintenance record sheets

When maintenance is performed, record sheets must be completed and signed off by both the Technician and a representative of the Employer.

These record sheets must be stored for the duration of the contract and should be available for inspection at any time. **The lack of complete history files will result in immediate cancellation of the contract.**

All record sheets, job cards, history reports etc. will remain the property of the Employer and should be available on request. At the end of the contract period a complete set of documentation must be handed over to the Centre Manager.

The Contractor shall further provide copies of these record sheets to the Centre Manager by the fifth working day of every month. No remuneration will be made if record sheets and monthly reports are not submitted by the Contractor to the Employer.

ANNEX

SPECIAL TOOLS AND EQUIPMENT

The Contractor shall have all Tools and Special Equipment, necessary for the execution of the works, either on site or readily available at his/her premises. The principle that applies to Tools and Special Equipment is that downtime must be kept to an absolute minimum. Any exclusion to the above should be listed with the lead-time required to deliver same to site.

Item no.	Item Name	Item Type	Purpose	Lead time

ANNEX

MINIMUM MAINTENANCE PROGRAMME

The Contractor shall include a minimum maintenance programme that must attempt to cover all requirements under this contract. The Contractor is to ensure that the proposed maintenance programme tasks, frequencies and personnel are in accordance with all applicable laws, standards and best practice.

This includes (but is not limited to).

- OEM standards, recommendations and specifications
- SANS standards,

➤ OHS Act and regulations.

All Preventive Maintenance shall be scheduled, at least, to the requirements of the following tables. The Contractor shall ensure that all maintenance is done in accordance to the OEM requirements.

Section IX. Contract Forms

Table of Forms

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Performance Bank Guarantee (Conditional)

This Agreement is made on the _____ day of _____, _____ between _____ of _____ (hereinafter called "the Guarantor") of the one part and _____ of _____ (hereinafter called "the Employer") of the other part.

Whereas

(1) This Agreement is supplemental to a contract (hereinafter called the Contract) made between _____ of _____ (hereinafter called the Service Provider) of the one part and the Employer of the other part whereby the Service Provider agreed and undertook to execute the Services of _____ for the sum of _____ being the Contract Price; and

(2) The Guarantor has agreed to guarantee the due performance of the Contract in the manner hereinafter appearing.

Now therefore the Guarantor hereby agrees with the Employer that upon receipt of

- (1) a written notice to the Guarantor from the Service Provider, or
- (2) a written notice to the Guarantor from the Adjudicator, or
- (3) a binding arbitration or Court award confirming that the amount of the Guarantee is payable to the Employer,

the Guarantor will indemnify and pay the Employer the sum of _____, _____ such sum being payable in the types and proportions of currencies in which the Contract Price is payable, provided that the Employer or his authorized representative has notified the Guarantor to that effect and has made a claim against the Guarantor not later than the date of issue of the Defects Liability Certificate.

The Guarantor shall not be discharged or released from his Guarantee by an arrangement between the Service Provider and the Employer, with or without the consent of the Guarantor, or by any alteration in the obligations undertaken by the Service Provider, or by any forbearance on the part of the Service Provider, whether as to the payment, time, performance or otherwise, and any notice to the Guarantor of any such arrangement, alteration, or forbearance is hereby expressly waived.

Given under our hand on the date first mentioned above.

Signed by _____
for and on behalf of the Guarantor in the presence of _____

Signed by _____
for and on behalf of the Employer in the presence of _____

Performance Bank Guarantee (Unconditional)

To: _____

Whereas _____ (hereinafter called "the Service Provider") has undertaken, in pursuance of Contract No. _____ dated _____ to execute _____ (hereinafter called "the Contract");

And whereas it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

And whereas we have agreed to give the Service Provider such a Bank Guarantee;

Now therefore we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Provider, up to a total of _____, _____, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____/ as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Services to be performed there under or of any of the Contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until a date 28 days from the date of issue of the Certificate of Completion.

Signature and seal of the Guarantor _____

Name of Bank _____

Address _____

Date _____

Performance Bond

By this Bond, _____ as Principal (hereinafter called “the Service Provider”) and _____ as Surety (hereinafter called “the Surety”), are held and firmly bound unto _____ as Obligee (hereinafter called “the Employer”) in the amount of _____ / for the payment of which sum well and truly to be made in the types and proportions of currencies in which the Contract Price is payable, the Service Provider and the Surety bind themselves, their heirs, executors, administrators, successors, and assigns, jointly and severally, firmly by these presents.

Whereas the Service Provider has entered into a Contract with the Employer dated the _____ day of _____, _____ for _____ in accordance with the documents, plans, specifications, and amendments thereto, which to the extent herein provided for, are by reference made part hereof and are hereinafter referred to as the Contract.

Now, therefore, the Condition of this Obligation is such that, if the Service Provider shall promptly and faithfully perform the said Contract (including any amendments thereto), then this obligation shall be null and void; otherwise it shall remain in full force and effect. Whenever the Service Provider shall be, and declared by the Employer to be, in default under the Contract, the Employer having performed the Employer’s obligations there under, the Surety may promptly remedy the default, or shall promptly:

- (1) complete the Contract in accordance with its terms and conditions; or
- (2) obtain a Bid or bids from qualified bidders for submission to the Employer for completing the Contract in accordance with its terms and conditions, and upon determination by the Employer and the Surety of the lowest responsive Bidder, arrange for a Contract between such Bidder and Employer and make available as work progresses (even though there should be a default or a succession of defaults under the Contract or Contracts of completion arranged under this paragraph) sufficient funds to pay the cost of completion less the balance of the Contract Price; but not exceeding, including other costs and damages for which the Surety may be liable hereunder, the amount set forth in the first paragraph hereof. The term “Balance of the Contract Price,” as used in this paragraph, shall mean the total amount payable by the Employer to the Service Provider under the Contract, less the amount properly paid by the Employer to the Service Provider; or
- (3) pay the Employer the amount required by the Employer to complete the Contract in accordance with its terms and conditions up to a total not exceeding the amount of this Bond.

The Surety shall not be liable for a greater sum than the specified penalty of this Bond.

Any suit under this Bond must be instituted before the expiration of one year from the date of issuance of the Certificate of Completion.

No right of action shall accrue on this Bond to or for the use of any person or corporation other than the Employer named herein or the heirs, executors, administrators, successors, and assigns of the Employer.

In testimony whereof, the Service Provider has hereunto set its hand and affixed its seal, and the Surety has caused these presents to be sealed with its corporate seal duly attested by the signature of its legal representative, this _____ day of _____, _____.

Signed by _____
on behalf of _____
In the capacity of _____
In the presence of _____
Date _____

Signed by _____
on behalf of _____
In the capacity of _____
In the presence of _____
Date _____

Bank Guarantee for Advance Payment

To: _____

Gentlemen:

In accordance with the provisions of the Conditions of Contract, Sub-Clause 6.4 (“Terms and Conditions of Payment”) of the above-mentioned Contract, _____ (hereinafter called “the Service Provider”) shall deposit with _____ a Bank Guarantee to guarantee his proper and faithful performance under the said Clause of the Contract in an amount of _____

We, the _____, as instructed by the Service Provider, agree unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to _____ on his first demand without whatsoever right of objection on our part and without his first claim to the Service Provider, in the amount not exceeding _____

We further agree that no change or addition to or other modification of the terms of the Contract or of Services to be performed there under or of any of the Contract documents which may be made between _____ and the Service Provider, shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall remain valid and in full effect from the date of the advance payment under the Contract until _____ receives full repayment of the same amount from the Service Provider.

Yours truly,

Signature and seal: _____

Name of Bank/Financial Institution: _____

Address: _____

Date: _____

SAMPLE POWER OF ATTORNEY

Pebble Road Lusaka, Zambia



CC Holdings
CC Holdings Park
Gravel Roads
P.O. Box 64792
LUSAKA

RE: POWER OF ATTORNEY - TENDER FOR THE PROVISION OF GARDENING SERVICES

The Board of Directors of XYZ ZAMBIA LIMITED at their meeting of 31st January, 2055 appointed the following person:

Mr. K. K. Kite, holder of NRC Number 548921/46/1, the Operations Manager, whose specimen signature is shown below:

K. K. K

To fully represent and sign all documentation relating to the above named tender, on behalf of the company.

Yours faithfully,

..... F. F. F

Fathars

For and on behalf of the Board of Directors BOARD CHAIRPERSON
XYZ ZAMBIA LIMITED

F. F.

