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#### ADDENDUM NO.1

ZNCB/RFP/P&F/18/2022: TENDER FOR PROVISION OF GUARDING AND ALARM MONITORING SERVICES.

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Reference is made to the above captioned tender.

Kindly be informed as follows;

| No. | Questions from Bidders  | Response from Zanaco   |
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| 1   | We noted that in your RFP on SLA's point No. 2 (Absenteeism of a guard from a post will constitute a deduction of 10% of the monthly invoice). This is too much of a deduction from the total invoice. We propose that this be a 10% from the total payment from the guard's pay and not the total Company invoice. | This should be amended to read as, deduction should be done on what is payable per guard.                                      |
| 2   | On the security to be provided to Directors residence, is there a way you can assist with the distance/locations for us to quote properly?  | This cannot be provided as these residences can change. The vendor should give a cost on residences as they are all in Lusaka. |
| 3   | How many numbers of panic buttons per branch?   | We require 3 panic buttons per branch.   |
| 4   | Is the team leader being requested for under personnel on the security side or the company side?  | The security leader being requested for is on the security side.   |
| 5   | Is the 5 minutes response time which has been indicated in the RFP realistic?   | The correct response time should be 15 minutes and not 5 minutes.  |

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| 6  | What type of remotes are you looking for, and how many channels do you want for the radio message?  | <ul style="list-style-type: none"> <li>The remote panic buttons to be with the branch manager, security guard and back office in the branches.</li> <li>Fixed panic buttons that are already installed at all the cashiers' counters</li> <li>The channels on the radio message is one channel</li> </ul> |
| 7  | Are you considering rapid response in remote areas as well?   | Yes, this is required everywhere we have presence as a bank according to the list in the RFP.   |
| 8  | Under client references point No. 3.3 (Firm Must have at least five years' experience in providing similar tendered services to banks. Must confirm that they shall be able to provide all the services required by the Bank.)  | This has been amended to (Firm Must have at least five years' experience in providing similar tendered services. Must confirm that they shall be able to provide all the services required by the Bank.)  |
| 9  | Kindly advise if the alarm monitoring for the residence in Lots 3B and 3C are full alarm systems (equipped with sensors etc.) or just a panic system.   | All full alarm systems equipped with Panic buttons, sensors, door contacts and beams.   |
| 10 | Reference is made to Lot 3A, kindly assist with locations or distances from Zanaco HQ to the premises for Guarding  | This can't be provided. All residences are in Lusaka therefore vendors to quote for costs applicable within Lusaka  |
| 11 | Reference is made to Lot 3B, kindly clarify if this is a full installation of an alarm or simply a Hook up of the existing infrastructure our system.   | It is a full installation and hook up. Note that all these residences already have installed and hooked up systems, the new vendor will just need to install their transmitter and hook up to their control room.   |
| 12 | Reference is made to Lot 3C, heading says "GUARDING OF EXECUTIVE RESIDENCES - ALARM INSTALLATION AND MONITORING", kindly clarify if the fee to be stated is for Full Installation of alarm services or simply a hook up of the existing infrastructure to our services per quarter. | <ul style="list-style-type: none"> <li>We require the monitoring cost per month. At the time of takeover, the vendor will just install their own transmitter at their cost. Zanaco will pay for monitoring per month.</li> </ul>  |

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| 13 | <p>Reference is made to the TECHNICAL EVALUATION SECTION Clause 3.2 and 3.3.</p> <p>[ 1] Clause 3.2 " ..... Firms must have presence in all provinces for rapid response". We request that this be looked into because what determines presence in any place is the business that takes one in that particular place. Any vendor can create a presence in any province. Please may the issue of PRESENCE be not taken as a conditionality.</p> <p>[ 2] Clause 3.3, in its current form, favors only those that had and have contracts with financial institutions. Remember that even those Firms that have experience with financial institutions were at one time without any experience but opportunity was given them to prove themselves. There are Firms without experience but have capacity to provide the service. May this Clause be looked into so that all have a chance.</p> | <ul style="list-style-type: none"><li>• The vendor should demonstrate that at the time of award that they will be able to provide rapid response to areas where we have presence.</li><li>- The vendor must demonstrate to have experience in providing a similar service of guarding. (Not restricted to banks)</li></ul> |
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Please note that all other details pertaining to this RFP remain unchanged.



Mundia Siyauya

A/HEAD - SUPPLY CHAIN MANAGEMENT