



P O Box 33611
Lusaka

Tel: 260 211 221355/227989
Fax: 260 211 238181

ADDENDUM NO.1

ADDENDUM NO.1 – ZNCB/RFP/CSO/13/2022: PROVISION OF AUTOMATED TELLER MACHINE (ATM) FIRST LINE SUPPORT AND CASH IN TRANSIT (CIT) SERVICES FOR THE ZAMBIA NATIONAL COMMERCIAL BANK PLC FOR A PERIOD OF TWO YEARS

Reference is made to the above captioned tender.

Kindly be informed as follows:

NO	QUERY FROM PROSPECTIVE BIDDER	ZANACO RESPONSE
1.	Kindly assist with a list of your ATM branches/sites for each town	See attached on the website
2.	<p>Kindly clarify on the following. The Commercial Evaluation requires pricing for:</p> <ol style="list-style-type: none"> Costs associated with cash pay outs (Management fee plus CIT related costs). This is a very broad description and "management fees" may include variable costs depending on the size of the payouts, the timeframe, the region, etc. Please confirm that Management Fee is defined as the % fee on top of the actual expenses? The bulk deposit machines' pricing varies depending on specifications such as the size/purpose (e.g. standalone, undercounter, through the wall, etc.) volume of notes, quality/specification of the note counters, category of safes, etc. One would require basic specifications of the minimum requirement to enable vendors to provide the correct quotation and ensure Zanaco is comparing apples with apples. 	<p>1. We require predefined pricing per parameter. i.e. Cost per teller per day, CIT per run per Km, etc. No additional costs should be introduced outside the contract rates. Thus, the number of days will be covered by the cost per teller per day, distance/region should be covered by Km charge. etc.</p> <p>2. Please include the monthly rental fee per Bank Depositor Machine (BDM)/ Cash Depositor Machine (CDM) based on note capacity. The only variables should be note capacity sizes. Further, please include information on whether your machines can integrate with Flexcube core banking, if not, indicate expected time of integration.</p>

3.	Does the Bank need dedicated vehicles for all lots or a vehicle can be assigned for Lot 1 or 2 and work for Corporate clients under Lot 3?	We need dedicated vehicles per lot as indicated in the tender document
4.	What is the Bank's policy on indigenous vendors?	The bank has no policy on indigenous vendors but firms intended to participate must be registered in Zambia.
5.	<p>Kindly clarify on presence needed under item 1 on Lot 1 and Lot 2:</p> <p>1. Lot 1 - The bidder must have presence in the following major cities/towns i.e. must have offices or within proximity of Zanaco outlets/Branches/ATMs.</p> <p>a) Lusaka/ Itezhi tezhi - Do you need presence in both Lusaka and Itezhi tezhi?</p>	<p>Note that we need presence in either town indicated under item 1 for Lot 1 and Lot 2. See below:</p> <p><u>Lot 1:</u></p> <p>Item 1: The bidder must have presence in the following major cities/towns i.e. must have offices or within proximity of Zanaco outlets/Branches/ATMs.</p> <ul style="list-style-type: none"> a) Lusaka or Itezhi tezhi b) Kabwe or Chisamba c) Chirundu or Siavonga d) Kafue or Livingstone or Mazabuka or Namwala or Maamba or Monze or Kazungula e) Kabwe or Chisamba f) Choma <p><u>Lot 2:</u></p> <p>Item 1: The bidder must have presence in the following major cities/towns i.e. must have offices or within proximity of Zanaco outlets/Branches/ATMs.</p> <ul style="list-style-type: none"> a) Mkushi or Kapiri Mposhi b) Kitwe or Ndola or Chingola or Mufulira or Luanshya c) Chipata or Petauke or Lundazi or Mfuwe d) Kasama or Nakonde or Mansa or Chinsali or Mpika or Kawambwa e) Mongu or Senanga f) Solwezi <p>However, we need presence in all provisional capitals for Lot 3 as per evaluation criteria.</p>
6.	What is the Bank's position on splitting the award to different vendors looking at the magnitude of the tender?	Kindly note that as per criteria indicated in the tender document, the evaluation will be done per lot and the bidders may quote for one or more lots. Further, as indicated in the tender

		document, the Bank reserves the right to award to one or more vendors.
7.	Can the deadline for submission be extended?	The deadline for submission has been extended to 17 th May, 2022 at 15:00hrs local time.

Please note that all other details pertaining to this RFP remain unchanged.



Mundia Siyauya
ACTING HEAD-SUPPLY CHAIN MANAGEMENT