

INVITATION FOR BIDS

Supply, Delivery and Installation of Electronic Queue Management System (EQMS)

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a German federal enterprise which offers workable, sustainable, and effective solutions and systems for efficient service delivery. Most of GIZ's work is commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ).

GIZ is hereby inviting suitable bids from established firms for the Supply, Delivery and Installation of Electronic Queue Management System on **DDP** basis **Choma, Chinsali, Kabwe and Lusaka**:

SN.	Description	Quantity
1	SW ORCHESTRA 7, PLATFORM	35
2	SW ORCHESTRA 7, MANAGER JOURNEY MONITORING MODULE	35
3	SW ORCHESTRA 7, COUNTER	35
4	SW ORCHESTRA 7, REPORTS	12
5	SW ORCHESTRA 7, OPERATIONS PANEL	12
6	SW ORCHESTRA 7, VOICE ANNOUNCEMENTS	35
7	SW ORCHESTRA 7, MEDIA DISPLAY	28
8	SW ORCHESTRA 7, DIGITAL SIGNAGE	4
9	SW ORCHESTRA 7, CONTEXT MARKETING	4
10	SW ORCHESTRA 7, CUSTOMER FEEDBACK BASIC	24
11	SW ORCHESTRA 7, AUDITING	35
12	SW ORCHESTRA 7, SURFACE EDITOR	35
13	SW ORCHESTRA 7, DISTRIBUTED OPERATIONS	4
14	SW ORCHESTRA 7, DATA CONNECT	35
15	SW ORCHESTRA 7, KIOSK	4
16	SW ORCHESTRA 7, PRINTER	4
17	SW ORCHESTRA 7, RECEPTION	8
18	SW ORCHESTRA 7, CONCIERGE	8
	Hardware Requirements	
19	Frontier 21Inches Self-Service Kiosk	4
20	Entertainer Media Player	4
21	Display TV Screen 43inch	4
22	Visionnaire 15.6 Inch LCD Screen	24
23	Critic Digital Feedback Tablet is a 10.1 inch Counter Feedback tablets	24
	Installation, Training and Support	
24	Installation and Training	1
25	2nd Level Support (12 months)	1

Selection Criteria:

To qualify for consideration in the tender procedure, interested companies/firms are required to submit the following information and documents for eligibility assessment:

- Tax Clearance Certificate (TCC) and confirm **NO** ongoing litigation.
- Company profile and legal documents with a turnover of K1,900,000.00 or more for the past financial year.
- Offer validity for 90 days.
- Prices should be quoted in (ZMW) Zambian Kwacha **ONLY**
- List of similar or related works done in the past.
- Give a valid Guarantee/Warranty for the period of not less than **One** year.
- Include Data sheet and Photos of the EQMS quoted for.
- During evaluation, bidders under consideration will undertake a live system presentation.
- GIZ is VAT exempt.

Submission Details:

- Cover letter with offer summary.
- Company details: Brief description of the company including copies of registration documents (physical address, contact details, etc.).
- Delivery Period

Bidders must comply with the Value Added Tax (VAT) regulations as stipulated by the Zambia Revenue Authority (ZRA). Specifically:

- Bidders with an annual taxable turnover exceeding ZMW 800,000 or a taxable turnover exceeding ZMW 200,000 in any three-month period are required to be VAT-registered and must issue electronic invoices through the ZRA's Smart Invoice system.
- Bidders below these thresholds are not mandated to register for VAT but may do so voluntarily.
- Compliance with these requirements is essential for participation in this procurement process.

How To Submit:

The number of pages of all submission documents shall not exceed 50 pages. External content (e.g., links to websites) will not be considered, the size limit of the attachment is 30MB.

Local bidders must submit their bids indicating the full specifications and delivery period via email: **zm_quotation@giz.de** with the subject line “**09.01.2026_EQMS _ 91192163**”.

The closing date for handing in the **BIDS** is on **Friday 9th January 2026 at 13:00hrs**.

For further clarification interested parties may send enquiries to **zm_inquiry@giz.de**

GIZ Zambia may request for necessary and/or more information during the evaluation.

Important Note.

Before entering into any contract, GIZ reserves the right to ascertain the origin of the goods offered. This assessment will be conducted to ensure compliance with embargoes and other trade restrictions in place within the scope of GIZ's due diligence. This is particularly true of the EU sanctions against Russia, Belarus, Crimea and the affected parts of Eastern Ukraine [1] currently in place (primarily the EU Council Regulations No.: 833/2014 and 765/2006).

By submitting their bid, the bidder undertakes towards GIZ the responsibility that in the event of a probable award, the bidder will provide all necessary support to enable GIZ to ensure compliance with the sanction's regime – this assurance is thus given prior to the award of any contract. This includes in particular the obligation, if so, requested by GIZ, to complete a self-declaration to determine the origin of the goods offered and/or to provide GIZ with the required evidence of the origin of such goods. Should the bidder fail to meet these obligations or fail to do so within a reasonable period of time, this can result in their bid being excluded.

A contract can only be awarded on completion of this assessment of the origin of the goods offered. Should this check give grounds for concern or reveal facts that constitute a contractual impediment, GIZ shall inform the bidder without delay. GIZ shall also reserve the right in such cases to award the contract to the next-ranked bidder in the competitive tender procedure.

GIZ Procurement Unit