



## ZAMBIA ELECTRONIC CLEARING HOUSE LIMITED

### REQUEST FOR QUOTATIONS

#### PROCUREMENT OF CONSULTANCY SERVICES TO REVIEW AND ENRICHMENT OF THE PERFORMANCE MANAGEMENT SYSTEM (PMS) - PROCUREMENT NO. ZECHL/002/07/2024

The Zambia Electronic Clearing House Limited (ZECHL), is a non-profit making private limited company registered under the Companies Act No. 10 of 2017. It is a joint venture between the Bank of Zambia and the Commercial Banks. The ZECHL began operations in 1999.

The ZECHL provides interbank clearing and switching services to the banks and the non-bank financial institutions in Zambia. The products offered include ATM, POS, and E-Money under switching and Cheque Image Clearing (CIC) and Electronic Funds Transfer (EFT) under clearing.

The ZECHL is requesting quotations from suitably qualified and experienced firms for provision of consultancy services to review the existing Performance Management System (PMS) and make the necessary enrichments.

The ZECHL now invites selected prospecting suppliers to respond to the request as tabulated below:

No.	Item Description	UoI	Qty
1.	Comprehensive review of the ZECHL PMS with possible enhancements and drafting of ideal policy and procedure manuals taking into consideration the ZECHL work environment as follows:		
a.	Review the ZECHL PMS documents & the Strategic Business Plan among other key documents.	Each	01
b.	Recommend the appropriate changes to the PMS.	Each	01
c.	Draft concise PMS policy and procedures manuals encompassing all key aspects.	Each	02
d.	Including a two-tier Training covering all supervisors (12) and the rest of the employees (27) in respect of a robust PMS.	Each	02
e.	Submit to Management refined recommendations, manuals, and a work schedule.	Each	04
	Incoterms: a. Quotation validity must be at least Forty-Five (45) working days. b. Payment will be COD. c. Delivery of the items must be within Twenty-One (21) calendar days with a <b>clear work schedule</b> . d. This invitation must be responded to within Fourteen (14) calendar days.		

Quotations must be submitted to [zechl\\_admin@zechl.co.zm](mailto:zechl_admin@zechl.co.zm) and copied to [mmaibale@zechl.co](mailto:mmmaibale@zechl.co) on **Friday 30<sup>th</sup> August 2024 at 16:30 hours (+10 minutes tolerance will be given due to possible network challenges)**.

Once the quotations are evaluated, the most competitive firm will be informed accordingly and will be expected to follow through the details in the table above.

All matters relating to this procurement must be communicated through the address below:

#### The Secretary

Procurement Committee  
Zambia Electronic Clearing House Limited  
ZEPRE Business Park, Alick Nkhata Road,  
Mass Media,  
P.O Box 39370, LUSAKA  
Telephone: +260 211 429800/02/03  
Emails: [zechl\\_admin@zechl.co.zm](mailto:zechl_admin@zechl.co.zm)

Issued on Friday 15<sup>th</sup> August 2024

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