



All communications should be addressed to  
**"THE DIRECTOR- GENERAL"**

P.O. Box CY342,  
Causeway,  
Harare  
Zimbabwe

---

6<sup>th</sup> March 2023

ATT: Sales

**REQUEST FOR QUOTATION – (RFQ 29/2023)**

Zimbabwe National Statistics Agency would like to procure services for Email Support Services

<b>Required Services</b>	<b>Quantity</b>	<b>Unit Price (USD)</b>	<b>Total Price (USD)</b>
Provision of Email Support Services (See below technical specifications)	600 Plus Users		
<b>GRAND TOTAL (USD)</b>			

**NB: Kindly quote in the above shown format.**

An Order/Contract will be placed with the bidder who offers the lowest price quotation

**NB: ZIMSTAT RESERVES THE RIGHT TO ENGAGE THE WINNING BIDDER IF ANY ADDITIONAL SERVICES ARE REQUIRED.**

**Accordingly, in the event that additional services are required, procuring entity will engage the winning bidder for the particular additional items.**

If interested, you are requested to submit a comprehensive quotation for services **only**.

**Mandatory Requirements;**

- a) PRAZ Registration Certificate
- b) Quote validity (30 days)
- c) Certificate of Incorporation in the country of domicile
- d) Valid Tax registration Certificate
- e) Proof of Track record (Referral letters of similar project in question)

***Failure to provide the above will result in automatic disqualification of your quotation***

You are kindly requested to compile a financial proposal in accordance to the information captured in table above and indicate the following: -

- i. Payment terms
- ii. Currency used is **USD payable at the prevailing interbank rate on the date of payment**
- iii. Your quote validity
- v. All costs that make up the total acquisition costs should be indicated separately as hidden costs will not be considered.
- v. Name of the contact person to address issues raised by ZIMSTAT.

**Quotations should be on company letterheads.**

**Your proposal must be e-mailed to [e-tenderbox@zimstat.co.zw](mailto:e-tenderbox@zimstat.co.zw) ONLY on or before the closing date and time, Wednesday 8<sup>th</sup> of March 2023 @1000hrs**

## **TERMS OF REFERENCE**

### **ELECTRONIC MAIL HOSTING**

#### **I. RATIONALE**

Electronic Mail (Email) is a method of exchanging digital messages from the author to one or more recipients, through the internet or other computer networks. Zimbabwe National Statistics Agency (ZIMSTAT) is currently using Telone email hosting facility that only caters for limited storage capacity and users. Due to the expanding personnel requirements of the Agency, the current email hosting facility cannot accommodate the continuous increase in the number of users, resulting in some staff members failing to get Agency email address.

As the Agency modernise its data collection methodologies, the need for each individual staff member to have an organisation's email address rises. The agency needs to acquire a secure, functional and reliable email hosting facility to facilitate its mandate as the provider of the official statistics in the country.

#### **II. TECHNICAL SPECIFICATIONS**

The Email Facility must have the following minimum specifications:

- 600+ Mail Boxes
- Storage Capacity: Unlimited/mailbox

- Mail Relay
  - Authenticated SMTP Policy Email
- Filtering
- With email management control panel (CPanel) Auto-responder
  - Spam and Anti-Virus protection (spam assassin) Support POP3, IMAP and SMTP
  - 99.99% Connectivity up time guarantee
- Free Email Client Software Customable
- Email Client
- Free Setup
  - With free migration of email accounts and messages from TelOne to Zimstat
  - Emails to new hosting facility
  - Unmetered traffic
  - Smart reply and smart compose features.
  - Back-up facility
  - Self-hosting