



EXPRESSION OF INTEREST TO FACILITATE SELLING OF ELECTRICITY TOKENS ON BEHALF OF ZESCO AND PROVISION OF CREDIT FACILITIES USING A SUPER VENDOR MODEL WITHOUT INTEGRATING WITH THE ITRON PREPAYMENT MANAGEMENT PLATFORM (IPMP) - ZESCO/093/EOI/2025

1. Introduction

ZESCO embarked on a Prepaid Meter installation project in 2006 and over the years the number of customers on prepaid has increased exponentially and currently stands at 1,368,653 which is slightly over 99% of the total customer base. Customer convenience remains a top priority for ZESCO. To support this, the company currently operates a smart ready Itron Prepayment Management Platform (IPMP), which allows for seamless integrations with Third Party Vendors such as Aggregators and Super Vendors. This enables customers to buy electricity units conveniently through multiple channels, including Mobile platforms, Internet and Electronic Banking. However, to broaden participation in the market, ZESCO intends to open its business model to have more Super Vendors on its platform so as to enhance and sustain customer convenience.

2. Background

In its quest to expand service offering and enhance customer experience, ZESCO has over the years increasingly invested in new technological advancements. In 2006, ZESCO implemented the Eclipse Enterprise Edition (3E) system as its prepayment vending platform. To support evolving customer needs, the system was upgraded in 2010 to the 3E/EVG (Extended Vending Gateway) platform which enabled seamless integration with third-party applications. This enhancement allowed customers to purchase electricity tokens through multiple digital channels, including mobile platforms, ATMs, and internet banking. The initial integration was with the Aggregators who were contracted to sell electricity tokens on behalf of ZESCO. However, due to customer base expansion, ZESCO decided to bring on board a new vending model namely, Super Vendor that required the Vendor to deposit money with ZESCO and vend against the deposited amount.

In 2023, as part of its broader digital transformation agenda, ZESCO transitioned to the more advanced Itron Prepayment Management Platform (IPMP). The IPMP is fully compliant with Token Identifier (TID) rollover

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requirements, smart meter-ready and provides enhanced security, scalability, and a robust foundation for integration with Advanced Metering Infrastructure (AMI) and smart grid technologies.

3. Objective

In order to effectively improve and sustain customer convenience through enhanced use of innovative technology, ZESCO has decided to implement the following initiatives:

- (i) Increase the number of Super Vendors on its platform
- (ii) Engage Super Vendors to offer innovative solutions such as Whatsapp and credit facilities for purchasing ZESCO electricity tokens where vendors will handle administrative and recoveries without the involvement of ZESCO.

4. Scope of Assignment

ZESCO intends to undertake the initiatives within a duration of 3 months.

5. Mandatory Requirements to be shortlisted

- 5.1 The bidder's vending infrastructure must be able to interface with ZESCO's pre-payment vending system using an Application Program Interface (API) provided by the pre-payment system owner. The pre-payment system that is in use in ZESCO is called Itron Prepayment Management Platform (IPMP) and is provided by a South African Company, Itron.
- 5.2 The Bidder shall be responsible for interfacing to the ZESCO IPMP Pre-Payment System licensed to ZESCO by Itron based on the Conformance Tests issued to the bidder by Itron and/or its appointed partner. All integration costs and support will be the responsibility of the bidder. The bidder will be required to attain the Conformance Tests with Itron to ensure they conform to the standards of operations and generation of the STS Tokens.
- 5.3 The bidder shall be required to provide independent vending service for ZESCO using their own network infrastructure configured in redundancy for high availability, distribution network and merchants.
- 5.4 The bidder must be able to provide country wide vending access as demanded by ZESCO.
- 5.5 The bidder shall be required to configure a redundant Fibre Link to the existing Production link into ZESCO as a backup to curb downtime when the current production line goes down
- 5.6 The bidder shall be required to configure Secure Socket Layer (SSL) at application level to secure data transmission
- 5.7 The bidder shall be required to provide adequate security to their system and verify that only those that are engaged by them in writing will have the ability to connect to the Super Vendor infrastructure with the sole purpose of issuing an electricity token to the ZESCO customer.

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- 5.8 The bidder shall be required to make an initial minimum deposit amount of One Million kwacha (K1,000,000.00) into a ZESCO designated bank account before commencement of vending. To avoid running out of units completely, the bidder shall replenish the ZESCO bank account with Eight hundred Thousand Kwacha (K800,000.00) or above whenever the minimum value of Two Hundred Thousand Kwacha (K200,000.00) on the ZESCO account is reached. In other words, Super Vendor shall always maintain a minimum of Two Hundred Thousand Kwacha (K200,000.00) with ZESCO on their account before replenishing is made.
- 5.9 The bidder should be able to support cash transactions at their appointed Vendor's vending outlets. Cash transactions are typically straight forward with the customer paying a specific denomination and requesting the token/receipt for the tendered amount.
- 5.10 The Expression of Interest is open only to local and citizen bidders.

Given the above premise, Expression of Interest (EOI) are being sought from prospective bidders to facilitate selling of electricity tokens on behalf of ZESCO using a Super Vendor business model.

ZESCO now invites Expression of Interest (EOI) from vendors that would like to offer credit facilities on the Super Vendor model as long as the **debt recovery is not part of the integration with IPMP, meaning that the Vendor will handle administrative reviews and recoveries without the involvement of ZESCO.**

The Expression of Interest is open to citizen and local bidders only.

The Expression of Interest must be deposited in the tender box situated at the ZESCO Procurement Building, at ZESCO Limited Head Office in Lusaka clearly marked " **EXPRESSION OF INTEREST TO FACILITATE SELLING OF ELECTRICITY TOKENS ON BEHALF OF ZESCO USING A SUPER VENDOR MODEL WITH AN OPTION TO PROVIDE CREDIT FACILITIES - ZESCO/093/EOI/2025**" and addressed to the Head – Procurement, ZESCO, New Procurement Offices Regional Control Centre (RCC) Building, Adjacent to ZESCO Limited Filling Station, Stand Number 6949, Great East Road Lusaka, Zambia.

The closing date for the receipt of the Expressions of Interest is **Friday, 18 July 2025 at 10:30 hours** local time. The Expressions of Interests Submissions shall be opened soon after closing at the address below in the presence of bidders and/or their representatives who may choose to attend.

LATE EXPRESSIONS OF INTEREST SHALL NOT BE ACCEPTED.

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Address for Submission of EoIs

ZESCO Limited,
Tender Box located on Ground Floor, Lusaka Division Control Centre,
Adjacent to ZESCO Filling Station, Sadzu Road,
P.O. Box 33304,
LUSAKA

ZANDI HAMALAMBO
HEAD – PROCUREMENT

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