



EXPRESSION OF INTEREST FOR THE PROVISION OF A FUTURISTIC AND WEB ENABLED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM - ZESCO/EOI/063/2025

1.0 INTRODUCTION

ZESCO Limited is a power utility owned by the Government of the Republic of Zambia that supplies electricity and energy solutions within Zambia and the Sub-Saharan region. As a service provider, ZESCO has a passionate team of diverse professionals working throughout the country committed to delivering services efficiently and effectively in the quest to attain operational excellence. ZESCO's operations cut across the electricity value chain being generation, transmission, distribution, and supply. The Corporation owns and operates several hydropower stations with a combined power-generating capacity currently exceeding 2,900 Megawatts.

2.0 BACKGROUND

ZESCO recently launched its Ten-Year Strategic Plan, guided by the vision: "To be an effective provider of reliable and environmentally sustainable electricity services to all customers by 2031." A key enabler of this vision is the Digital Transformation Agenda, which aims to enhance customer satisfaction, optimize operational efficiency, and improve overall business performance. This transformation involves rethinking how technology is applied across business processes and how human capital is utilized to deliver greater value.

As part of this journey, the digital transformation of ZESCO's Distribution and Customer Service operations is imperative. This will include the integration of various technologies and the digitization of internal business processes to increase efficiency, enhance operational visibility, and deliver superior customer experience.

The transformation will also encompass the deployment of value-added digital services such as USSD platforms, mobile applications, and an agile, customer-centric website. These platforms are expected to seamlessly integrate with the proposed Customer Relationship Management (CRM) system, enabling a unified and responsive customer service ecosystem.

3.0 PROJECT DESCRIPTION/OBJECTIVE

To effectively enhance and sustain customer experience, ZESCO intends to leverage innovative technologies through the implementation of a web-based Customer Relationship Management (CRM) system. The new CRM solution will serve as a strategic platform to create, integrate, streamline, and support key customer-facing and internal business processes. It is expected to provide a centralized and holistic view of customer interactions, improve service delivery, and enable data-driven decision-making

Therefore, the proposed CRM system shall support and enable the following core business processes.

1. Customer Applications
2. Customer Quotation
3. Customer Connection
4. Meter Reading
5. Meter Management
6. Revenue Collection/Debt Management
7. Revenue Protection
8. Managing Customer Information
9. Service Management-capacity to manage service requests, work orders, and field service scheduling.
10. System Security Management -Capacity to segregate roles and assignment of appropriate rights to user groups;
11. Product/Service Management
12. Reports Management-Ability to generate & customize reports on demand.
13. The proposed CRM system must be capable of seamlessly integrating with ZESCO's existing and future core enterprise systems to ensure effective data exchange and operational continuity

4.0 Criteria/Eligibility Conditions

Technical Criteria:

The Bidder (Applicant) should have completed minimum two (2) CRM project of a similar scope. The applicant's company profile should be submitted, and meet the following requirements.

- a) At least three years' experience in digital transformation having undertaken similar scope in the last ten (10) years.
- b) Provide a minimum of two (2) of similar assignments undertaken in similar conditions in the last ten (10) years

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- c) Provide at least 3 referees and respective contact details for previous clients with whom similar scopes of work was undertaken in the past and to which ZESCO can be authorized to undertake due diligence. The year the assignment was undertaken and the cost must be provided in the submission.
- d) Power of attorney
- e) Litigation Status
- f) Firm registration/Registration Certificate
- g) Tax compliance
- h) Technical Team and Key Personnel
 - The Applicant must demonstrate the availability of suitably qualified and experienced personnel to support the implementation. The following are the minimum staffing requirements.
 - i. ICT Engineer- One (1) key proposed staff with a minimum qualification of a bachelor's degree in computer science or related field and with required relevant experience.
 - ii. Electrical Engineer - One (1) key proposed staff with a minimum qualification of a bachelor's degree in electrical engineering or equivalent and with required relevant experience.
 - iii. Financial experts/Accountant- One (1) key proposed staff with a minimum qualification of a bachelor's degree in accounting, Finance, or related field and with the relevant experience.

International bidders shall partner with a citizen bidder in line with the public procurement regulations. Applicants shall submit a full description of their product and copies of any valid certificates of conformance to international standards for relevant systems.

ZESCO Limited now invites eligible reputable Applicants to indicate their interest in undertaking the scope of delivering and implementing a web-based Customer Relationship Management System (CRM). Interested Applicants must provide information indicating that they have the technical capacity to perform the services of such magnitude and scope as indicated above. Applicants may associate/form a Joint Venture to enhance their qualifications. Submissions made in a joint venture or association must be accompanied by a letter of intent signed by the appointed Power of Attorney from the JV or association leader.

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Interested solution providers may obtain further information from the undersigned, during office hours, 08:00 to 12:30 hours and from 14:00 -16:30 hours, local time using contact information as follows: phone number is +260-211-361111.

The submissions for the Expressions of Interests must be appropriately bold, sealed and clearly marked **"Expression of interest for the Provision of a Futuristic and Web Enabled Customer Relationship Management System - ZESCO/EOI/063/2025"** and submitted to the office of the Head - Procurement at the Procurement Offices, Lusaka Distribution Control Centre (LDCC) Building at ZESCO Head office on or before **Friday, 13 June 2025** at 10:30 hours local time. **LATE BIDS WILL NOT BE ACCEPTED.**

The closing date for the receipt of the Expressions of Interest is **Friday, 13 June 2025 at 10:30 hours** local time. Take notice that any Submission(s) received beyond the time and date stipulated above shall not be accepted. 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.

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

ZH/cc/msb