



**ZPPA**

**CUSTOMER SERVICE CHARTER**

**OUR GOAL**



**ZPPA**

To establish a transparent and competitive public procurement system through the use of Information and Communications Technology.

<b>ZPPA E-GP SERVICE CHARTER</b>					
<b>Service Type</b>	<b>Requirements</b>		<b>Client</b>	<b>Service Delivery Standard</b>	<b>Duration</b>
<i>Supplier Registration on the EGP system</i>	a. PACRA Certificate b. ZRA Certificate c. Active email address and, d. Company profile(optional)		<b>Supplier/ bidder/ contractor</b>	Step by step guidance on how to register online	Within 25 Minutes
<i>Procuring Entity Registration on the e-GP system</i>	a. Duly completed e-readiness assessment form, b. PE Employee Identification Card (ID) c. Active company email address, and d. Company contacts number.		<b>Procuring Entity</b>	Online Registration of PE on the e-GP system.	Within 15 Minutes
<i>Registration/Renewal Payment</i>	Online Payment: a. Debit VISA card b. K300.00 in Bank Account	ZANACO Bill Muster payment: a. K300.00 cash to be deposited at the Bank. b. Print out of system generated ZANACO Bill Muster	<b>Supplier/ bidder/ contractor</b>	Step by step guidance on how to make registration/renewal payments on the e-GP system	Within 15 Minutes
<i>Tender Payment</i>	Online Payment: a. Debit VISA card b. Specific tender fee in bank account	ZANACO Bill Muster payment: a. Specific tender fee in cash b. Print out of system generated ZANACO Bill Muster		Step by step guidance on how to make tender payments on the e-GP system.	Within 15 Minutes

Write to the Director General  
P.O. Box 31009  
Procurement House  
LUSAKA

Facebook: Handle  
Instagram Handle

Send an email to [egphelp@zppa.org.zm](mailto:egphelp@zppa.org.zm) or [support@zppa.org.zm](mailto:support@zppa.org.zm)  
Call on Landline +260211 377415/6  
WhatsApp: +260 767671355  
Post on our Facebook page



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<i>Tender Clarifications</i>	Login credentials to the company account on the e-GP system.		<b>Supplier/ bidder/ contractor</b>	Step by step guidance on how to request, access and review clarifications	Within 15 Minutes
<i>Submission of bid</i>	<ul style="list-style-type: none"> <li>a. Laptop/ Computer Device</li> <li>b. JAVA installed,</li> <li>c. All tender requirements scanned and saved on Laptop or Computer device, and</li> <li>d. Source of Internet.</li> </ul>		<b>Supplier/ bidder/ contractor</b>	Step by step guidance on how to submit bids on the e-GP system	Within 45 minutes - 1 hour
<i>Inquiries/ Complaints</i>	<i>Verbal</i>	Visit to ZPPA Offices/Telephone	<b>Supplier/ bidder/ contractor &amp; Procuring Entity</b>	To respond to all Client inquiries and complaints	Immediate
	<i>Written</i>	Letter/email/social media			Within 5 Working Days
<i>How to access tenders /business opportunities on the e-GP system</i>	<ul style="list-style-type: none"> <li>a. Laptop/ Computer Device</li> <li>b. Source of Internet.</li> </ul>		<b>Supplier/ bidder/ contractor &amp; Procuring Entity</b>	Step by step guidance on how to navigate and access tenders on the e-GP system.	Within 25 Minutes

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