



006877

PURCHASE ORDER

SUPPLIER'S DETAILS	TENDER	Number
Coseke Zimbabwe Pk	DETAILS	Birect Proc
		Quotation/Bid Reference PRAZ/PP/687025
		Expiry date

No.	QTY.	DESCRIPTION	UoM	Unit Price	TOTAL
1	1	EDMS Support and Online user capacitation.	Lumpsum	1,400-00	1,400,00 USD
Total amount shall be payable in ZWG at the prevailing official exchange rate.					
Subtotal					1,400-00 USD
VAT					-
GRAND TOTAL					1,400-00 USD

PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE
 C.E.O.'S OFFICE
 10 SEP 2025
 P.O. BOX CY 408, CAUSEWAY
 ZIMBABWE

Initiated by: S. Manyanga
Name and Signature

Approved by: T. Kangara
Name and Signature

Authorised by: B. SHARPE
Name and Signature

Date: 10/09/25

Date: 10/09/25

Date: 10/09/2025

Memorandum - Procurement Management Unit

To : Chief Executive Officer
Dr. C. Ruswa



PR

From : Procurement Manager
Mr. T. Kangara



Date : 10 September 2025

EDRMS ONLINE USER CAPACITATION/TRAINING: PRAZ/DP/ PRAZ/DP/68/2025

Procurement Background

- The PMU published a Direct Procurement for the requirements on the e-GP system on 08 September 2025.
- The Tender closed on 09 September 2025.
- The requirements are being procured in terms of section 33(2)(b)
- Requirements are being sourced directly from Coseke Zimbabwe P/L due to the fact that they are the developers of the EDRMS.

Mandatory Evaluation

Item No	Requirement Description	Comments
1.	Valid tax clearance certificate	C
Overall Remarks		Compliant

List of Rejected Bids

Not Applicable

Technical Evaluation Summary

Item No	Requirement Description	Comments
1	EDRMS Online User Capacitation/Training	C
2	EDRMS Configuration for external system access in line with SLA	C
3	EDRMS system training for a URL feature update	C
Overall Remarks		Compliant

Comparative Schedule

No	Description of services	Total Price (USD)
1.	EDRMS Online User Capacitation/Training	1,240.00
2.	EDRMS Configuration for external system access in line with SLA	160.00
3.	EDRMS system training for a URL feature update	0
Total		1,400.00

Comments

- The training rates were agreed in the Service Level Agreement (SLA) signed between PRAZ and Coseke Zimbabwe P/L (see attached)

Recommendations


The Evaluation Committee is recommending direct engagement of Coseke Zimbabwe on the EDRMS Online user capacitation in the sum of **US\$ 1,400.00** payable in ZWG at the prevailing official exchange rate.

Compiled by:

T. Kangara (Manager) Signature.......... Date.....10/09/25.....

CHIEF EXECUTIVE OFFICER

Approved / ~~Not Approved~~

Signature:.......... Date:.....10/09/2025.....

PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE (PRAZ)





EVALUATION COMMITTEE REPORT
Tender Reference No: PRAZ/DP/68/2025

Tender Description: EDRMS Online User Capacitation/Training.

The ICT Department would like to procure the following requirements:

No	Description
1.	EDRMS Online User Capacitation/Training
2.	EDRMS Configuration for external system access in line with SLA
3.	EDRMS system training for a URL feature update

Procurement Background

- The PMU published a Direct Procurement for the requirements on the e-GP system on 08 September 2025.
- The Tender closed on 09 September 2025.
- The requirements are being procured in terms of section 33(2)(b) of the PPDPA Act.
- Requirements are being sourced directly from Coseke Zimbabwe P/L due to the fact that they are the developers of the EDRMS.

Mandatory Evaluation

Item No	Requirement Description	Comments
1.	Valid tax clearance certificate	C
Overall Remarks		Compliant

List of Rejected Bids

Not Applicable

Technical Evaluation Summary

Item No	Requirement Description	Comments
1	EDRMS Online User Capacitation/Training	C
2	EDRMS Configuration for external system access in line with SLA	C
3	EDRMS system training for a URL feature update	C
Overall Remarks		Compliant

Evaluation Summary Report	Rev 0 Date: 01.06.2022	Page 1 of 2
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Comparative Schedule

No	Description of services	Total Price (USD)
1.	EDRMS Online User Capacitation/Training	1,240.00
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3.	EDRMS system training for a URL feature update	0
Total		1,400.00

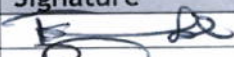



Comments

- The training rates were agreed in the Service Level Agreement (SLA) signed between PRAZ and Coseke Zimbabwe P/L (see attached)

Recommendations

The Evaluation Committee is recommending direct engagement of Coseke Zimbabwe on the EDRMS Online user capacitation in the sum of US\$ 1,400.00 payable in ZWG at the prevailing official exchange rate.

Confirmation of Minutes

Name	Signature	Date
K. Jombe - Chairperson		11/09/2025
B. Misi		10/09/2025
T. Samuriwo		10/09/2025
C. Chirenje		10/09/2025

SERVICE LEVEL AGREEMENT

Made and entered into by and between: -

PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE (PRAZ)

[A statutory body established under the Public Procurement and Disposal of Public Assets (PPDPA) Act [Chapter 22:23] with a specific mandate inter alia the regulation of Public Procurement and Disposal of Public Assets in Zimbabwe]

with its Head Office situated at:

9th Floor, Pearl House,
61 Samora Machel Avenue,
Harare.
email: ceo@praz.org.zw

represented herein by CLEVER RUSWA (ID NUMBER 80-027351-A-07)
duly authorized thereto in his capacity as the Chief Executive Officer

(Hereafter called the "Client")

AND

COSEKE ZIMBABWE (PRIVATE) LIMITED

[A company duly registered in accordance with the Companies and Other Business Entities Act [Chapter 24:31] and is engaged in the business of software development and computer applications, computer security systems installation, and consultancy services]

situated at:

88 Pendennis Road
Mt Pleasant
Harare
email: chenjerai.saraoga@coseke.co.zw

represented by CHENJERAI SARAOGA (86-026997-E-86)
duly authorized thereto in his capacity as Managing Director

(Hereafter called the "Consultant")

(Collectively called the "Parties")

C.S. L.M.
J.M.
P.W.
T.M.

PREAMBLE

- A. Whereas the Parties entered into an agreement for the supply and delivery of an Electronic Document and Records Management System (EDRMS) [hereinafter referred to as the Principal Agreement].
- B. The Parties desire to enter into a Service Level Agreement in connection with the services provided herein under.

NOW, THEREFORE, for the purposes of achieving the above, the Parties hereto agree as follows:

1. EFFECTIVE DATE

This contract shall commence on the 1st of January 2025 and shall run for a period of twelve (12) months terminating on the 31st of December 2025 renewable on annual basis if so required.

2. DOCUMENTATION

The Principal Agreement shall form an integral part of this Contract:
In the event of any apparent contradictions amongst the documents, this Service Level Agreement shall take precedence.

3. DESCRIPTION OF SERVICE

3.1. The Consultant undertakes to provide further continuous and effective support service to ensure proper and continuous operation of the EDRMS.

3.2. The Consultant shall provide support personnel who shall be on stand-by for support throughout the support and maintenance phase. The procedure for contacting the support staff shall be through designated support email.

4. INCIDENT TRACKING

4.1. A ticket will have to be created for each issue that is encountered by the users. This is raised via email on support.praz@coseke.co.zw. The assigned Support Engineer will constantly check issues raised and update the concerned user through designated users or PRAZ support personnel on the plan to rectify the issue. The Support Engineer will also inform the user through designated channels that the incident raised fall under which category. There will be constant communication between the designated user / support personnel and the Support Engineer when rectifying issues.

4.2. The following information will be recorded in raising incidents:

4.2.1 Affected Users

4.2.2 Requesting Personnel

4.2.3 Title of Request

4.2.4 Description of Problem or Request

4.2.5 Impact of Request: High, Medium, or Low

4.2.6 Priority of request: High, Medium, or Low

4.3. The Consultant will have to acknowledge receipt of the incident resolution request in writing.

5. INCIDENT CLOSURE

5.1. An issue is closed when one of following conditions is met:

5.1.1. Agreement on issue closure: When the Requesting Client's authorized requester and the Consultant's Support Personnel agree that a fix has been provided, or the necessary information has been supplied, the issue is closed.

5.1.2. Problem is fixed in the next release: If the issue raised has been circumvented successfully as a workaround and a fix to the problem is committed to appear in the next EDRMS update, then the issue will be annotated as such and closed.

6. ESCALATION PROCEDURE

6.1. All service requests are logged and managed between the Consultant and the Client through an Issues Log which will be reviewed monthly for issues resolution.

6.2. Issues unresolved over agreed times are subject to escalation to superiors on each side.

6.3. On failure to resolve dispute meetings can be convened to address the issues.

7. STANDARD RESPONSE TIMES

	Low Risk/Impact	Medium Risk/Impact	High Risk/Impact
Initial Response from Coseke Zimbabwe Personnel	Less than 3 hours	Less than 2 hours	Less than 1 hour
Review by PRAZ Authorised Contact	3 business days	1 business day	4 hours
Action Plan for Incident Resolution	5 business days	3 business days	1 business day


8. PRICE

The price with respect to the services under this SLA shall be as follows: -


Item	Description	Unit of Measurement	Unit Price (US\$)
1.	This SLA support fee (this excludes telephone, email support.	Per hour	40.00
2.	Any design and development of new Business Process Workflows	Per hour	45.00
3.	User Staff Training	Per person	40.00

Note: Invoices will be billed monthly as per job cards for each month and payable in ZWG at prevailing Interbank Rates.

THUS... [Signing Page to follow

CS. L.M.
 JM.
 TM

THUS, DONE AND SIGNED AT HWE THIS 28th DAY OF FEB 2025


CLEVER RUSWA (MR)
I.D. Number 80 - 027351A - 07
CHIEF EXECUTIVE OFFICER

PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE C.E.O.'S OFFICE
28 JAN 2025
P.O. BOX CY 408, CAUSEWAY ZIMBABWE

for and on behalf of the PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE

AS WITNESSES:


1) MACHAWIRA - [Signature] ID Number: 63-859029215

(full name and signature)

2) F. NDIHOU [Signature] ID Number: 13-127231-D 13

(full name and signature)

AND


CHENJERAI SARAOGA
(ID NUMBER 86-026997-E-86)
MANAGING DIRECTOR
for and on behalf of COSEKE ZIMBABWE (PRIVATE) LIMITED

AS WITNESSES:

1) LIVINGSTONE MUCHEFA [Signature] ID Number: 07-138957 K07

(full name and signature)

2) JONATHAN MASANDU [Signature] ID Number: 63-1050527K32

(full name and signature)

Request for Quotation

Introduction

The Procurement Regulatory Authority of Zimbabwe would like to procure the following consultancy services:

No	Description of Goods
1.	EDRMS Online User Capacitation/Training
2.	EDRMS Configuration for external system access in line with SLA
3.	EDRMS system training for a URL feature update

If interested, you are invited to submit a comprehensive quotation for the requirements.

Your quote must include the following:

Tender Id 35364
 Organization Name Coske Zimbabwe P/L
 Address 88 Penton's Road Mt Pleasant Harare
 Email zhenjeral.saranga@coske.co.zw

Item No	UNSPSC Code	Lot Name	Lot Description	Quantity	UOM	Unit Price (USD) Payable in ZIG at official rate	Total Rate
1	71151007	Computer based simulation training program services	EDHMS Online User Capacitation/Training	1	Lump Sum	1240	1240
2	71151007	Computer based simulation training program services	EDHMS Configuration for external system access in line with S.A.	1	Lump Sum	160	160
3	71151007	Computer based simulation training program services	EDHMS system training for a URL feature update	1	Lump Sum	0	0
						Total =	1400.0000



Zimbabwe Revenue Authority



TAX CLEARANCE CERTIFICATE (ITF263)



Your Tax position is Satisfactory. No tax should be withheld
Validity Period (from-to): 8 September 2025 - 31 December 2025

TIN	2001003730	Authentication Code:	48801897
Taxpayer Name:	COSEKE ZIMBABWE	The authentication and validity of this certificate must be validated on ZIMRA page: mytaxselfservice.zimra.co.zw using the Authentication Code or QR Code	
Trade Name:	Coseke Zimbabwe (Pvt) Ltd		
Issued on:	08/09/2025		

ZIMRA reserves the right to withdraw this certificate at any time, should it become necessary during the period for which this certificate is valid



Proforma Invoice

COSEKE

From:
COSEKE ZIMBABWE (PVT) LTD
88 Pendennis Road
Mt Pleasant
Harare

Date: 5-Aug-25
Proforma Inv No: PINV20250805
Payment Currency: ZWG

Bill to:
Procurement Regulatory Authority of Zimbabwe (PRAZ)
9th Floor, Pearl House
61 Samora Machel Avenue
Harare

#	Description	Quantity	Unit Price	Total
			US\$	US\$
1	EDRMS Support: Updating the whole system on email alert messages at all stages and verification (Estimated delivery time: 4 hours)	4	40.00	160.00
			Total Excl VAT	160.00

BANKING DETAILS:
Coseke Zimbabwe (Pvt) Ltd
BancABC Zimbabwe
Heritage Branch
ZiG Acc Number: 54330115502009.