



PRE- BID QUESTIONS & RESPONSES

PROVISION OF HOSPITALITY SERVICES - Tender No. CARE-ZMB03/HS/NCB01

No.	QUESTION FROM THE BIDDER	RESPONSE
1	With the fluctuations/instability of the currencies, 2-year agreement is a bit unsafe. Can we put something like Year 1 and Year 2 separate pricing	<p>The framework agreement will be for two (2) years and extendable for three (3) years depending on the performance and CARE's need; however, successful bidders shall enjoy holding firm the unit prices for a period of six (6) months from the date of signing the contract up on request by the vendor. Prices may be adjusted semi – annually if the inflation rate exceeds 12%. Price adjustments will be subject to negotiation and mutual agreement by both parties.</p> <p>Refer to price adjustment clause 2.15,4 of the tender document</p>
2	On the payment part, how do you handle it when other bidders' policy only allows 50% upfront payment before service provision	<p>CARE's payment policy requires payment to be done up on completion of work or service. Where advance payment is to be made will be on a case-by-case basis and once approved may not exceed 40% invoice value payable only up on submission of the bank guarantee by the vendor. Incase the vendor may not be able to secure a bank guarantee, both CARE and the vendor will deliberate further to find better ways of partnering.</p>
3	Can we also rather attached reference letters instead of filling in the form (we cannot "see attached")	<p>Bidders are required to complete the reference form provided in the tender document.</p> <p>The form should include the following details: Organization name, client/reference contact details, contract value, period of engagement, and types of items supplied.</p> <p>Note: Bidders may also attach reference letters from their clients, where available. This is optional.</p>



<p>4</p>	<p>I feel that can somehow delay the bidders to bid on time because maybe it will take time to get that recommendation letter from the clients but if we just fill in the form and indicate the contact person and phone number of the previous organization we worked with and even add on a purchase order, it will be quicker.</p>	<p>Bidders are required to complete the reference form provided in the tender document.</p> <p>The form should include the following details: Organization name, client/reference contact details, contract value, period of engagement, and types of items supplied.</p> <p>Note: Bidders may also attach reference letters from their clients, where available. This is optional.</p> <p>Any late bids will not be accepted.</p>
<p>5</p>	<p>On the standard room single, this room can also be a standard double, so which one does one choose / indicate</p>	<p>A Standard Room (Single) refers to a room occupied by one person, while a Standard Room (Double) refers to a room occupied by two people (a couple).</p> <p>Bidders are requested to indicate the room rate for both options:</p> <ul style="list-style-type: none"> • the cost of the room when occupied by one person, and • the cost of the room when occupied by two people.
<p>6</p>	<p>Shuttle Service for us is per trip to and from the airport. Not per KM - Advise</p>	<p>To facilitate the evaluation process, bidders are only required to provide the rate for 1 KM. Bidders are therefore encouraged to calculate and indicate their rate per kilometre (KM) accordingly.</p> <p>Please note that this requirement is for evaluation purposes only. While shuttle services may typically be charged per trip to and from the airport, bidders should convert their pricing into a per-kilometre rate to enable a fair and consistent comparison during the evaluation process.</p>



<p>7</p>	<ul style="list-style-type: none"> ○ Does a twin room fall under double occupancy too ○ A twin room is a room which consists of two beds 	<p>A room with two separate beds (twin room) has not been requested under this tender.</p> <p>The technical requirements only refer to standard room single occupancy and standard room double occupancy.</p> <p>However, bidders are encouraged to include any additional services or room options they offer, such as twin rooms, family rooms etc, in their introduction letter or company profile.</p> <p>Please note that such additional information will not form part of the evaluation criteria, but CARE may use it for informational purposes only.</p>
<p>8</p>	<p>Can Mfuwe District participate in this tender and how do we submit the bid?</p>	<p>Mfuwe falls under Mambwe Districts. All bidders in Mfuwe and Mambwe are requested to submit their bids through the following email:</p> <p>zmb.tenders@care.org</p>
<p>9.</p>	<p>When is the deadline for bid submission?</p>	<p>Bid submission is on or before 16th March 2026 at 14:30 p . m . Electronic bidding will ONLY be permitted for bidders located in selected provinces as indicated on the Bid Submission Locations schedule on the email below:</p> <p>zmb.tenders@care.org</p> <p>Any late submissions will not be accepted, and submission must be in the prescribed manner</p>