



COMESA FEDERATION OF NATIONAL ASSOCIATIONS OF WOMEN IN BUSINESS(COMFWB)

**REQUEST FOR TECHNICAL AND FINANCIAL PROPOSALS TO SUPPLY, DELIVER, INSTALL, AND
COMMISSIONING OF SELF-SERVICE KIOSK OR INTERACTIVE DIGITAL DEVICE FOR CROSS-
BORDER TRADE INFORMATION UNDER THE COMFWB–AGRA PROJECT**

REF NO: COMFWB/AGRA/SSK/25/09/2026/

REQUEST FOR EXPRESSION OF INTEREST
SELECTION OF INDIVIDUAL/FIRM CONSULTANTS
REFERENCE NUMBER: COMFWB/AGRA/SSK/25/09/2026

DATE: 25/09/2026

1. INVITATION

The Common Market for Eastern and Southern Africa (COMESA) Federation of National Associations of Women in Business (COMFWB), through support from the Alliance for a Green Revolution in Africa (AGRA), invites eligible and qualified firms, suppliers, manufacturers, and authorized distributors to submit Technical and Financial Proposals for the:

Supply, Delivery, Installation, and Commissioning of Self-Service Kiosk or interactive digital device for Cross-Border Trade Information Booths

The assignment forms part of the implementation of the project:

"Promoting Access to Markets for Women and Youth by Addressing Non-Tariff Barriers (NTBs) to Boost Intra-COMESA Agri-Food Trade."

The self-service kiosks will support the establishment of Cross-Border Trade Information Booths aimed at improving access to trade information, trade facilitation tools, NTB reporting mechanisms, customs procedures, SPS requirements, and digital trade services for women and youth traders operating across selected border posts in the COMESA region.

The Terms of Reference defining the minimum technical requirements for these services are attached as **Annex 1** to this Request for Expression of Interest.

1. ELIGIBILITY

Individual, organizational, or firm Consultants (individual or consortium) are eligible for this assignment.

2. BUDGET

The Firm shall indicate the unit price in USD for 3 service kiosks, the description and the total cost in USD of the deliverables and timelines, which will comprise the total price of the consultancy.

3. SUBMISSION REQUIREMENTS

Your Expression of Interest must be presented as per Expression of Interest Forms attached as **Annex 2** to this Request for Expression of Interest, in the English language and be accompanied by copies of all the indicated supporting documents. If the supporting documents are not in English, these shall be accompanied by a certified translation into English.

Your application documents clearly marked and email bearing the subject:

“SHORT TERM CONSULTANCY TO SUPPLY, DELIVER, INSTALL, AND COMMISSIONING OF SELF-SERVICE KIOSK OR INTERACTIVE DIGITAL DEVICE FOR CROSS-BORDER TRADE INFORMATION UNDER THE COMFWB–AGRA PROJECT

should be emailed to the following addresses:

 jmasanche@comesa.int

 Copy: comfwb@comesa.int

4. The deadline for submission of your application, to the address indicated above, is:
15 Oct 2026, at 16:00hours Malawi time (CAT)
5. Physical submission of applications is not allowed.
6. Your CV and Technical Proposal will be evaluated against the following criteria.

S/No.	Criteria	Maximum points allocated
1	General qualifications	20
2	Adequacy for the assignment	60
3	Experience in the region	15
4.	Language proficiency	5
	Total	100

7. Your proposal should be submitted as per the following instructions:

(i) **PRICES:**

The financial proposal shall be inclusive of all expenses deemed necessary by the Individual Consultant for the performance of the contract.

(ii) **EVALUATION AND AWARD OF THE CONTRACT:**

Expressions of Interest determined to be formally compliant to the requirements will be further evaluated technically.

An Expression of Interest is considered compliant to the requirements if:

- The financial proposal does not exceed the maximum available budget for the contract.
 - The award will be made to the applicant who obtains the highest technical score.
- Expressions of Interest not obtaining a minimum score of 70% will be rejected.

(iii) **VALIDITY OF THE EXPRESSION OF INTEREST:**

Your Expression of Interest should be valid for a period of 90 days from the date of deadline for submission indicated in Paragraph 4 above.

8. The successful firm is expected to commence within two (2) weeks from the signature of the contract.
9. Additional requests for information and clarifications can be made until 7 working days prior to deadline indicated in the paragraph 4 above, from:

The Procuring entity: **COMFWB Secretariat**

Contact person: **Head of Procurement**

E-mail: jmasanche@comesa.int with a copy to comfwb@comesa.int

ANNEXES:

ANNEX 1: **Terms of Reference**

ANNEX 2: **Expression of Interest Form**



ANNEX 1: TERMS OF REFERENCE

**COMMON MARKET FOR EASTERN AND SOUTHERN AFRICA (COMESA)
FEDERATION OF NATIONAL ASSOCIATION OF WOMEN IN BUSINESS (COMFWB)**

**SHORT TERM CONSULTANCY TO SUPPLY, DELIVER, INSTALL, AND
COMMISSIONING OF SELF-SERVICE KIOSK OR INTERACTIVE DIGITAL DEVICE
FOR CROSS-BORDER TRADE INFORMATION UNDER THE COMFWB–AGRA
PROJECT**

ANNEX 1: TERMS OF REFERENCE

SUPPLY, DELIVERY, INSTALLATION, AND COMMISSIONING SELF-SERVICE KIOSK OR INTERACTIVE DIGITAL DEVICE FOR CROSS-BORDER TRADE INFORMATION BOOTHS

1. BACKGROUND

Cross-border trade contributes significantly to regional integration, economic growth, food security, and livelihoods throughout the COMESA region. Women and youth constitute a large proportion of informal and small-scale cross-border traders.

However, many traders face challenges, including:

- Limited access to trade information.
- Complex customs procedures.
- Limited awareness of trade facilitation instruments.
- Non-Tariff Barriers (NTBs).
- Limited access to digital trade platforms.
- Difficulties in reporting trade-related challenges.

To address these challenges, COMFWB, with support from AGRA, is establishing Information Booths at selected border posts to provide accessible, accurate, and timely trade information and advisory services.

As part of this intervention, COMFWB seeks to procure Self-Service Kiosk Equipment to facilitate digital access to trade information and services.

2. OBJECTIVE OF THE ASSIGNMENT

The objective is to procure, install, and commission self-service kiosks that will:

- Provide access to trade information.
- Support NTB reporting and tracking.
- Provide information on customs procedures.
- Provide information on SPS requirements.
- Promote awareness of the COMESA Simplified Trade Regime (STR).
- Provide access to digital trade platforms.
- Support multilingual information dissemination.

3. SCOPE OF WORK

The selected supplier shall:

3.1 Supply

Provide complete self-service kiosk equipment.

3.2 Software Configuration

Configure the kiosk system to support:

- Trade information access.
- Document viewing and downloading.
- NTB reporting interfaces.
- Multimedia content.
- User analytics and reporting.

- Multilingual functionality.

3.3 Installation and Commissioning

- Deliver equipment to designated locations.
- Install and configure systems.
- Conduct testing and commissioning.

3.4 Training

Provide training to:

- Information Booth Attendants.
- COMFWB Staff.
- Designated Border Officials.

3.5 Warranty and Support

Provide:

- Minimum one-year warranty.
- Remote technical support.
- On-site maintenance support where required.

4. MINIMUM TECHNICAL SPECIFICATIONS

The proposed kiosk should meet or exceed the following minimum specifications:

Hardware

- Free-standing self-service kiosk.
- Minimum 32-inch capacitive touchscreen display.
- Talking ATMs (Voice-Guided Machines) for the visual impaired
- Full HD Resolution (1920 x 1080).
- Intel Core i7 Processor or equivalent.
- Minimum 8GB RAM.
- Minimum 512GB SSD.
- Windows 11 Operating System or equivalent.
- Integrated QR Code Scanner.
- Integrated Thermal Receipt Printer.
- Wi-Fi Enabled.
- Blue Tooth enabled
- LAN Connectivity.
- Stereo Sound System.
- Security Lock and Anti-Theft Features.
- Ventilation and Cooling System.
- Custom Branding Capability.
- Power backup.

Physical Dimensions

- Height: Approximately 1.9 metres.
- Width: Approximately 0.6 metres.

Software Features

- User-friendly interface.
- Multi-language support.
- Analytics and reporting.
- Backend integration capability.
- Real-time content updates.
- Custom branding and content management.
- Video Display Features.

5. DELIVERABLES

The supplier shall provide:

1. Self-Service Kiosk Equipment.
2. Installed and operational kiosk system.
3. Software configuration and customization.
4. User training.
5. Warranty documentation.
6. User manuals.
7. Maintenance support plan.
8. Final commissioning report.

6. DELIVERY LOCATION

Deployment shall be at Malawi and Zambia. -Lilongwe-Mwami–Mchinji Border (Zambia–Malawi) and Mwanza- Zobue (Malawi–Mozambique)

7. IMPLEMENTATION PERIOD

The assignment is expected to be completed within:

Thirty (30) Calendar Days from the date of contract signature.

8. REQUIRED QUALIFICATIONS

The consultancy firm/service provider shall demonstrate the following minimum experience and technical capacity:

- At least **five (5) years of demonstrated experience** in design, supply, installation, configuration, integration, deployment, and/or management of self-service kiosk solutions.
- Demonstrated experience in supplying, installing, or deploying **self-service kiosks or similar digital self-service technologies** for public institutions, development organisations, financial institutions, airports, border facilities, trade facilitation centres, or other comparable organisations.
- The firm shall provide evidence of having successfully completed **at least three (3) comparable kiosk projects**. Details should include the client, scope of work, location, contract period, number/type of kiosks supplied, and the firm's specific role.
- Demonstrated capacity to provide **installation, preventive and corrective maintenance, troubleshooting, software/hardware**

support, system upgrades, and technical assistance throughout the contract period. The firm should have qualified technical personnel available to respond to system faults and service requests.

- Experience in integrating self-service kiosks with relevant **digital platforms, databases, payment systems, identification/verification systems, information systems, or other client-specific applications**, where applicable.
- Experience implementing kiosk or digital self-service solutions within **COMESA, SADC, or other African regional markets** will be an added advantage
- Experience deploying and maintaining technology solutions in **border posts, transport hubs, rural or remote locations, or other environments with high user volumes and challenging operating conditions**.
- The firm shall provide **at least three (3) client references** for relevant assignments, including contact details and a brief description of the services provided.

9. REPORTING & SUPERVISION

- The Consultants will report to the Director of Programmes and work very closely with the Programs Officer, IT officer and TFA.

• APPLICATION PROCESS

Submit:

- CV
- Technical Proposal
- Financial Proposal

To:

 jmasanche@comesa.int

 Copy: comfwb@comesa.int

• DEADLINE

October 15, 2026 – 16:00 hrs CAT (Malawi time)

ANNEX 2: EXPRESSION OF INTEREST FORMS

A. COVER LETTER FOR THE EXPRESSION OF INTEREST FOR THE PROJECT.....	10
B. CURRICULUM VITAE.....	11

A. COVER LETTER FOR THE EXPRESSION OF INTEREST

REQUEST FOR SERVICES TITLE: - SHORT TERM CONSULATNCY TO SUPPLY, DELIVER, INSTALL, AND COMMISSIONING OF SELF-SERVICE KIOSK OR INTERACTIVE DIGITAL DEVICE FOR CROSS-BORDER TRADE INFORMATION UNDER THE COMFWB-AGRA PROJECT

Country, Date

To: COMFWB Secretariat

Dear Sirs:

I, _____ the undersigned, offer to provide the consulting services for the **SHORT TERM CONSULATNCY TO SUPPLY, DELIVER, INSTALL, AND COMMISSIONING OF SELF-SERVICE KIOSK OR INTERACTIVE DIGITAL DEVICE FOR CROSS-BORDER TRADE INFORMATION UNDER THE COMFWB-AGRA PROJECT**

in accordance with your Request for Expression of Interests **REF NO: COMFWB/AGRA/SSK/25/09/2026/** dated *Sep 25, 2026*.

I hereby declare that all the information and statements made in my CV are true and accept that any misinterpretation contained in it may lead to my disqualification.

My proposal is binding upon me for the period indicated in Paragraph 8(iii) of this Request for Expression of Interest.

I undertake, if my Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in Paragraph 9 of the Request for Expression of Interest, and to be available for the entire duration of the contract as specified in the Terms of Reference.

I understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Signature [*In full and initials*]:

Name and Title of Signatory:

B. CURRICULUM VITAE

1. Family name:
2. First names:
3. Date of birth:
4. Nationality:

5. Physical address:
6. Postal address
7. Phone:
8. E-mail:
9. Education:

Institution: [Date from – Date to]	Degree(s) or Diploma(s) obtained:

10. Language skills: (Indicate competence on a scale of 1 to 5) (1 – excellent; 5 – basic)

Language	Reading	Speaking	Writing
English			
Arabic			
French			

11. Membership of professional bodies:

12. Other skills:

13. Present position:

14. Years of experience:

15. Key qualifications:

16. Specific experience in the region:

Country	Date from - Date to

17. Professional experience:

Date from – Date to	Location of the assignment	Company& reference person (name & contact details)	Position	Description

18.
information:

Other relevant

19. Statement:

I, _____ the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

I hereby declare that at any point in time, at the COMFWB Secretariat's request, I will provide certified copies of all documents to prove that I have the qualifications and the professional experience as indicated in points 9 and 14 above¹, documents which are attached to this CV as photocopies.

By signing this statement, I also authorize the COMFWB Secretariat to contact my previous or current employers indicated at point 17 above, to obtain directly reference about my professional conduct and achievements.

_____ Date: _____

ATTACHMENTS: **1) Proof of qualifications indicated at point 9**
 2) Proof of working experience indicated at point 14

¹ *The proof of stated qualifications shall be in the form of the copies of the degrees and diploma obtained, while for the professional experience the proof shall be either acknowledgement letters from the previous employers or copies of the Purchase Order/ Contract signed with them.*