ZAMBIA INFORMATION & COMMUNICATIONS TECHNOLOGY AUTHORITY

ZICTA/101/1/13

April 10, 2026

The Founder & CEO
Prime Information Systems Limited
No. 5, Plot 251, Ngwee Road,Longacres
LUSAKA

Dear Sir,

REFERENCE LETTER - DEVELOPMENT OF A CENTRALISED INCIDENT REPORTING AND MANAGEMENT SYSTEM FOR DIGITAL FINANCIAL SERVICES (TENDER NO: ZICTA/71/3/2)

The Authority (ZICTA) hereby confirms that Prime Information Systems Limited was engaged to design, develop, and implement a Centralised Incident Reporting and Management System for Digital Financial Services.

The project was executed under **Tender No: ZICTA/71/3/2**, with the contract signed on April 25, 2023. The scope of work included:

- Development of a **web-based application**
- Development of **mobile applications (Android and iOS platforms)**
- Development and deployment of a ***USSD application*** for public access
- Integration of the system to support collaboration among government institutions, mobile network operators, and other stakeholders in the digital financial ecosystem

Prime Information Systems Limited successfully delivered and implemented the system in accordance with the contractual requirements. The company demonstrated professionalism and technical competence throughout the project lifecycle, including:

- System design, development, and deployment
- User acceptance testing and training
- Stakeholder engagement and capacity building
- Handover of source code and system documentation (including user and administrator manuals)
- Final system deployment on ZICTA's on-premises infrastructure

ZICTA confirms that the project was completed satisfactorily and in line with the agreed scope and standards.
The Authority remains available to provide any additional information or clarification regarding this engagement.

Yours faithfully,
ZAMBIA INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY

Eng. Collins Mbulo
DIRECTOR GENERAL

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