

**Request for Quotation (RFQ)**

**RFQ No: 158/2021**

**Supply and Delivery of Client satisfaction survey**

**Category: Promotional material and consultancy**



**DATE OF ISSUE: 04.05.2021**

**CLOSING DATE: 06.05.2021 (1000HRS)**

**To: Suppliers**

Dear Sir/Madam,

Please provide your Price Quotation for the **Client satisfaction survey** as shown on the attached Specification of Goods/Services sheet.

1. Please provide the Price Quotation on **your official signed and dated letterhead**.
2. Your Price Quotation must be submitted to [rfqs@zimra.co.zw](mailto:rfqs@zimra.co.zw) by **10:00hours on 06.05.2021**.
3. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.
4. Unless otherwise stated, bidders must offer for all items & quantities shown on the specification sheet and provide a Grand Total price.
5. Prices should be quoted including VAT. VAT should be shown separately.
6. Prices should be quoted preferably in both RGT\$ and USD\$ according to SI219/2020.
7. Bidders shall have the option of submitting their RFQs electronically to [rfqs@zimra.co.zw](mailto:rfqs@zimra.co.zw) or in the tender box situated at 10<sup>th</sup> Floor, ZIMRA ZB Centre Offices, Cnr 1<sup>st</sup>/Kwame Nkrumah Avenue.
8. An order/contract will be placed with the bidder who offers the lowest price quotation, which complies with the attached specifications and the conditions of this Request for Quotations.
9. Award will be made on an item by item basis.
10. Payment: 100% within 30 days of invoice date and receipt & acceptance of goods.
11. For further information, contact the undersigned on telephone no. +263242 773 040 or [procurement@zimra.co.zw](mailto:procurement@zimra.co.zw)

Signed.....  
J. TARUME  
PROCUREMENT MANAGER

Item	Description of Goods	Unit of Measure	Quantity required	Unit Price	Total Price
1	Client satisfaction survey as per attached template				
Value Added Tax					
Grand Total, DAP, ZIMRA Warehouse					
Currency					
Delivery Period: _____ weeks from receipt of order					

**Delivery:** Above items to be delivered to the following final destination(s):  
**Zimbabwe Revenue Authority, 61-63 Plymouth Road, Enfield Complex, Southerton, Harare.**

**Delivery period:** Within 7 days of receipt of Purchase Order.  
 .....

*(To be signed by the firm)*

Annex III

**FORM OF CONTRACT AGREEMENT**

THIS AGREEMENT number \_\_\_\_ made on \_\_\_\_\_, \_\_, between \_\_\_\_\_ (hereinafter called "the Purchaser") on the one part and \_\_\_\_\_ (hereinafter called "the Supplier") on the other part.

WHEREAS the Purchaser has requested for quotation for **the supply and delivery of ---** ----- to be supplied by Supplier, viz. Contract \_\_\_\_\_ (hereinafter called "Contract") and has accepted the Quotation by the Supplier for the supply of goods under Contract at the sum of \_\_\_\_\_ [in words] ( \_\_\_\_\_ ) [in figures] hereinafter called "the Contract Price".

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. The following documents shall be deemed to form and be read and construed as part of this agreement, viz:
  - a) Copy of Quotation including Technical and Price Schedule
  - b) Schedule of Requirement
2. Taking into account payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby concludes an Agreement with the Purchaser to execute and complete the supply of goods under the Contract and remedy any defects therein in conformity with the provisions of the Contract.
3. The Purchaser hereby covenants to pay, in consideration of the acceptance of Contract, supply and delivery of the goods and remedying of defects therein, the Contract Price in accordance with Payment Conditions prescribed by the Contract.

IN WITNESS whereof the parties hereto have executed the Contract under the Laws of Zimbabwe on the date indicated above.

**Signature and seal of the Purchaser:**

**Signature and seal of the Supplier:**

For and on behalf of

For and on behalf of

\_\_\_\_\_  
**Name of Authorized Representative**



**MEMORANDUM**  
**Zimbabwe Revenue Authority**

*Mandiopera*

<b>To:</b> Mrs C Maponga <i>C Maponga</i> Acting Chief Corporate Communications Officer	<b>From:</b> Mr L Mandiopera Corporate Communications Officer
<b>CC:</b> Mr Tonderayi Shonhiwa Director Procurement	<b>Tel:</b> 0242-758891-5
<b>Ref:</b> Request for procurement of services to carry out 2021 second quarter client satisfaction survey	<b>Date:</b> 2 May 2021

<input checked="" type="checkbox"/>	Urgent	<input type="checkbox"/>	For Review
<input type="checkbox"/>	Please Reply	<input type="checkbox"/>	Please Comment

**Background**

As per audit recommendations the Zimbabwe Revenue Authority (ZIMRA) was advised to carry out a Client Satisfaction Survey every quarter as a systematic effort to determine the degree of customer satisfaction. The results are expected guide the Authority in improving services and to trace the progress in satisfaction levels.

**Recommendation**

We kindly request for approval for procurement of the services of a consultant to carry out the Client Satisfaction Survey at an estimated cost of \$7,000.00.

The consultant is expected to come up with the foll

- Methodology for the survey
- Carry out the survey using a small sample that is representative of all ZIMRA stations (map and list of stations will be availed to potential service providers through procurement)
- Come up with a sampling frame that includes all categories of ZIMRA clients which includes:
  - Tax accountants
  - Clearing agents
  - Transporters
  - Individual taxpayers
  - Corporate taxpayers (covering all sectors of the economy)
  - Importers
  - Exporters
  - Parastatals and government departments
  - SMEs
  - Cross-border traders



The consultant is expected to generate questionnaires (in Shona, Ndebele and English) that will be approved by ZIMRA covering the following areas:

- Staff attitude
- Service delivery
- Speed of service
- Perception towards corruption
- Quality of service
- Corporate governance
- Accessibility of ZIMRA information
- Efficiency of ZIMRA online systems
- Improvements that can be made

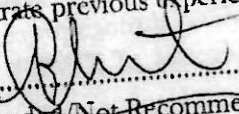
The consultant is also expected to submit to ZIMRA, after completion of the survey, raw data, analysed data and a report. The consultant should calculate station specific indices and the overall satisfaction index.

The report should have the following, among other headings:

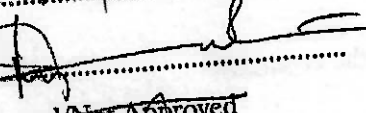
- Executive summary
- Research methodology
- Findings
- Recommendations
- Analysis tables and graphs

The consultant is expected to specify the timeframes involved in carrying out the survey to the presentation of the results. The results are expected by 30 June 2021. The consultant is expected to carry out the survey using online tools such as survey monkey instead of physical interviews.

The consultant should submit a Tax Clearance Certificate, CR14, bank guarantee and specify the bid validity. The consultant should submit three references from big organisations they worked for to demonstrate previous experience of carrying out client satisfaction surveys.

  
.....  
Recommended/Not Recommended

3/5/2021  
.....  
Date

  
.....  
Approved/Not Approved  
3/5/2021  
.....  
Date

Mr F Chimanda  
Head : Corporate Communications

Mr J Shumbamhini  
Director Research, Strategy and Innovation