

**Request for Quotation:
ZIMRA RFQ No: RFQ459/2022**

INTERACTIVE VOICE PROMPT (IVR PROMPT)



ZIMRA
Zimbabwe Revenue Authority

DATE OF ISSUE: 05 DECEMBER 2022

CLOSING DATE: 08 DECEMBER 2022 AT 1000 HOURS

To: Suppliers

Dear Sir/Madam,

Please provide your Price Quotation for **Interactive Voice Response (IRV Voice Prompt)** as shown on the attached Specification of Goods sheet.

1. Required is the Price Quotation on **your official signed and dated letterhead**.
2. The Procurement Management Unit (PMU) must receive your Price Quotation by 08 December 2022 @1000hrs.
3. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late and it is rejected
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 in both USD and local currency as per SI 185 of 2020. Bidders should indicate whether they charge/ do not charge VAT on their prices.
6. Bidders shall submit their bids electronically to ~~itapraz@zimra.co.zw~~ rfqs@zimra.co.zw
7. Physical or Hard copies submission will not be acceptable except for Samples where necessary.
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. Payment: 100% within 30 days of invoice date and receipt & acceptance of goods.
10. For further information, contact the undersigned on telephone no. +263242 773 040 or procurement@zimra.co.zw
11. Additional information Required from Bidders:
 - Proof of registration with PRAZ indicating category which the company is registered for.
 - A current and valid tax clearance certificate
12. Bidders to quote their PRAZ Registration Number on their proposals and submit proof of Valid Certificate for the category they are participating, failure to which will result in automatic disqualification.
13. Bidders must attach the following documentation on the quotation on submission:
 - Certificate of Incorporation
 - CR14 (now CR6 under the new act) and CR6 (now CR5 under the new act)
 - Company Profile
 - Proof of registration with PRAZ and a Valid NSSA Certificate
14. Expected delivery period is 30 days from Purchase Order issue date. Bidders must state their delivery period and failure to deliver within the stated delivery timeline will result in cancellation of the Purchase Order and records will be kept and sent to the regulator (PRAZ).
15. Award may be done on an item-by-item basis or total items whichever is economic to ZIMRA.

Signed: 

J Tarume – ZIMRA PROCUREMENT MANAGER

CATEGORY: Management & General Consultancy Services

Item	Description of Goods	Unit of Measure	Quantity required	Unit Price	Total Price
1	INBOUND VOICE PROMPTS FOR ZIMRA CONTACT CENTRE IN THE FOLLOWING LANGUAGES 1. ENGLISH 2. SHONA 3. NDEBELE	1	1		
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):

Deliver to: Zimbabwe Revenue Authority, 59 Kwame Nkrumah Ave. Harare

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

Annex IV

ITEM DESCRIPTION	ESTIMATED COST																														
<p>ZIMRA Customer Experience Centre Call Flow</p> <p>Inbound Voice Prompts:</p> <table border="1"> <tr> <td>1. Welcome Message:</td><td>Welcome to the ZIMRA Contact Centre.</td></tr> </table> <table border="1"> <tr> <td>2. Call Tree Selection</td><td>English, Shona and Ndebele</td></tr> <tr> <td>i) English</td><td>▪ For assistance in English Press 1</td></tr> <tr> <td>ii) Shona</td><td>▪ Kuti mubatsirwe neShona Bayai 2</td></tr> <tr> <td>iii) Ndebele</td><td>▪ Ukuthi uthole usizo ngesiNdebele Hlaba u 3.</td></tr> </table> <table border="1"> <tr> <td>3. Legal Message:</td><td></td></tr> <tr> <td>i) English</td><td>Please note that your call may be recorded for quality control and reference purposes.</td></tr> <tr> <td>ii) Shona</td><td>Hurukuro yenyu inogona kurekodhwa kuitira kuti tione kana mabatwa zvakanaka.</td></tr> <tr> <td>iii) Ndebele</td><td>Ingxoxo yethu izabe irekodwer ukuzesihlole ukuphatwa kwenu.</td></tr> </table> <table border="1"> <tr> <td>Pressed 1: English Menu</td><td></td></tr> <tr> <td>i)</td><td>For Domestic Taxes Enquiries Press 1.</td></tr> <tr> <td>ii)</td><td>For Customs and Excise Enquiries Press 2.</td></tr> <tr> <td>iii)</td><td>For General Enquiries Press 3.</td></tr> <tr> <td>iv)</td><td>To report corruption Press 4.</td></tr> <tr> <td>v)</td><td>Or hold on to speak to an Agent</td></tr> </table>	1. Welcome Message:	Welcome to the ZIMRA Contact Centre.	2. Call Tree Selection	English, Shona and Ndebele	i) English	▪ For assistance in English Press 1	ii) Shona	▪ Kuti mubatsirwe neShona Bayai 2	iii) Ndebele	▪ Ukuthi uthole usizo ngesiNdebele Hlaba u 3.	3. Legal Message:		i) English	Please note that your call may be recorded for quality control and reference purposes.	ii) Shona	Hurukuro yenyu inogona kurekodhwa kuitira kuti tione kana mabatwa zvakanaka.	iii) Ndebele	Ingxoxo yethu izabe irekodwer ukuzesihlole ukuphatwa kwenu.	Pressed 1: English Menu		i)	For Domestic Taxes Enquiries Press 1.	ii)	For Customs and Excise Enquiries Press 2.	iii)	For General Enquiries Press 3.	iv)	To report corruption Press 4.	v)	Or hold on to speak to an Agent	
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vi)	To go back to the menu Press 0
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Pressed 2: Shona Menu	
i)	Kana muchida kubvunza nezveDomestic Taxes Bayai 1.
ii)	Kana muchida kubvunza nezveCustoms neExcise Bayai 2.
iii)	Kana muchida kubvunzawo zvimwe Bayai 3.
iv)	Kana muchida kumhanh'ara huori Bayai 4.
v)	Kana kuti rambai makabata runhare mutaure naAgent wedu.
vi)	Kana muchida kutangidza Bayai 0.

Pressed 3: Ndebele Menu	
i)	Nxa ufuna usizo olumayelana ngeDomestic Taxes Hlaba u 1.
ii)	Nxa ufuna usizo olumayelana ngeCustoms leExcise Hlaba u 2
iii)	Nxa ufuna usizo ngokunye okumayelana ngomsebenzi weZIMRA Hlaba u 3.
iv)	Nxa ufuna ukusazisa ngobuqili Hlaba u 4
v)	Kumbe ubambe ucingo lwakho ukuze ukhulume loAgent wethu.
vi)	Nxa ufuna ukuqalisa futhi Hlaba u 0.

Call Transfer Prompt	
i)	Please hold, we are now transferring your call to our agents.

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ii)	Rambai makabata tavakuendesa nhare yenyu kune maAgents edu.
iii)	Sicela ubambe njalo, sesihambisa ucingo lwakho kumaAgents ethu.

Messages when call is holding: English	
i)	Thank you for your call, please stay on the line while we connect you to an Agent for assistance. (1 st 15seconds
ii)	Your call is important to us. Please keep holding. (45seconds into the call)
iii)	All our Agents are busy at the moment. Please keep holding and we will be with you shortly. (60seconds into the call)
iv)	We apologise for the delay, please be patient while you hold on for one of our agents to become available. We apologize for the delay. You may send a WhatsApp or SMS message to +263 xxxxxxxxx for a call back. (120 seconds into the call)

Messages when call is holding: Shona	
i)	Tinotenda nerunhare rwenyu, rambai makabata mutaure nema Agents edu kuti mubatsirwe. (15 seconds)
ii)	Runhare rwenyu rwakakosha kwatiri, rambai makabata tinokubetserai munguva shoma inotevera. (45 seconds)
iii)	Ma Agents edu ose achakabatikana. Rambai makabata. (60 seconds)
iv)	Tineurombo ma Agents edu ose achakabatikana, mungangoti nonokerwei. Munogona kutitumira

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	WhatsApp kana SMS panhamba dzinoti +263 xxx xxx kuti tizokufonerai. (120seconds)
Messages when call is holding: Ndebele	
i)	Siyabonga ngocingo lwakho sicela ubambe kancane sikuxhumanise lama Agent ethu. (15 seconds)
ii)	Ucingo lwakho luqakathekile kithi, sicela ubambe njalo. (45seconds)
iii)	Ama Agent ethu asabambekile sicela ubambe bazoba lawe ngesikhachana esilandelayo. (60seconds)
iv)	Silosizi amaAgent ethu asabambekile, sicela uqhubeke ubambile. Uma ufuna ukhuthumela umbiko thumelaa ku WhatsApp kumbe isms yakho kunombolo ezithi +263 xxxxxxxxx. (120seconds)