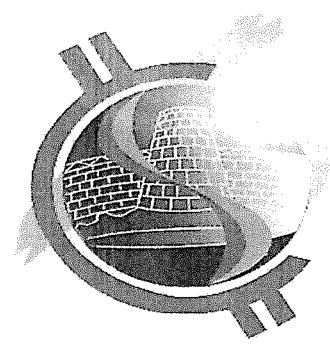
CATEGORY:

Request for Quotation:

ZIMRA RFQ No: RFQ30/2023

CLIENT SATISFACTION SURVEY





DATE OF ISSUE:

03 FEBRUARY 2023

CLOSING DATE:

07 FEBRUARY 2023 AT 1000 HOURS

To: Suppliers

Dear Sir/Madam,

Please provide your Price Quotation for the ZIMRA Client Satisfaction Survey as shown on the 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 07 February 2023 @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 rfgs@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. TARUMĚ (ZÍMRA PROCUREMENT MANAGER)

NOTE



GOODS/SERVICE SHEET

tem	Description of Goods	Unit of Measure	Quantity required	Unit Price	Total Price
IMRA	CLIENT SATISFACTION SURVEY	TERMS OF REI	FERENCE Q1/	/2023	<u> </u>
The ed	ry out a Client Satisfaction Survey for sultant is expected to come up with Methodology for the survey Carry out the survey using a small sans (map and list of stations will be avairement) Come up with a sampling frame that includes: Tax accountants Clearing agents Transporters Individual taxpayers Corporate taxpayers (covering all sec Importers Exporters Parastatals and government departme SMEs Cross-border traders	the following: mple that is reprive the following: mple that is reprive that is reprived the reprived that is rep	esentative of a service provid gories of ZIM	ders through	
	onsultant is expected to generate ques sh) that will be approved by ZIMRA o	•		and	
				Trade	

NOTE

Cu	Total, DAP, ZIMRA Warehouse		
quarte	onsultant is expected to carry out the survey and provide a report on pdf orly.		
· The #	Analysis tables and graphs	}	
ia .	Recommendations		
•	Findings	ļ	
	Research methodology		
•	Executive summary		
	lownloadable report should be final and customized to have the following, gother headings:	7-1-1	
	•		
	Download the survey report in PDF.	İ	
•	view responses in real time		
surve	y tool should be able to Allow ZIMRA corporate communications team to: view the backend of the survey		
	onsultant is also expected to deploy the survey on an online survey tool. The		
	Improvements that can be made		
•	Efficiency of ZIMRA online systems		
•	Accessibility of ZIMRA information		
.•	Corporate governance		
•	Quality of service	and the same of th	
•	Perception towards corruption		
•	Speed of service		
, •	Service delivery		
4	Staff attitude		

Grand Total, DAP, ZIMRA Warehouse				
Currency				
Delivery Period: weeks from receipt of order				

Delivery: Above items and Invoices to be delivered to the following final destination(s):

Delivery: Above items and Invoices to be delivered to the following final destination(s):

Deliver to: Zimbabwe Revenue Authority, 61-63 Plymouth Road, Enfield Complex, Southerton, Harare.

To be signed by the firm

Annex III

NOTE

PRAZ REGISTRATION FOR THE CATEGORY BEING TENDERED FOR IS A PRE-REQUISITE

CATEGORY:

FORM OF CONTRACT AGREEMENT

THIS AGREEMENT number made on	ı,, between			
(hereinafter cal	lled "the Purchaser") on the one part and			
(herein	after called "the Supplier") on the other part.			
•				
MULTIPE AC 4b - December - and beautiful at 1 &				
	or quotation for the supply and delivery of ontract, (hereinafter called "Contract") and			
	er for the supply of goods under Contract at the			
sum of	the contract of the contract o			
()[in figures] here	einafter called "the Contract Price".			
NOW THIS AGREEMENT WITNESSETH A				
1. The following documents shall be dee of this agreement, viz:	med to form and be read and construed as part			
a). Copy of Quotation including Techn	nical and Price Schedule			
b) Schedule of Requirement				
hereinafter mentioned, the Supplier Purchaser to execute and complete	Taking into account payments to be made by the Purchaser to the Supplier a 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.			
Contract, supply and delivery of the	pay, in consideration of the acceptance of goods and remedying of defects therein, the ment Conditions prescribed by the Contract.			
IN WITNESS whereof the parties hereto h Zimbabwe on the date indicated above.	ave executed the Contract under the Laws of			
Signature and seal of the Purchaser:	Signature and seal of the Suppler:			
For and on behalf	For and on behalf of			
Name of Authorized Representative				