

CATEGORY: NON-CONSULTANCY SERVICES

**Request for Quotation:
ZIMRA RFQ No: RFQ30/2023**

CLIENT SATISFACTION SURVEY - RETENDER



ZIMRA
Zimbabwe Revenue Authority

DATE OF ISSUE: 16 FEBRUARY 2023

CLOSING DATE: 22 FEBRUARY 2023 AT 1000 HOURS

NOTE

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


CATEGORY: NON-CONSULTANCY SERVICES

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 22 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 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:  15/02/2023

J. TARUME (ZIMRA PROCUREMENT MANAGER)

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GOODS/SERVICE SHEET

Item	Description of Goods	Unit of Measure	Quantity required	Unit Price	Total Price
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ZIMRA CLIENT SATISFACTION SURVEY TERMS OF REFERENCE Q1/2023

To carry out a Client Satisfaction Survey for first quarter of 2023
 The consultant is expected to come up with the following:

- 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:

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- 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 deploy the survey on an online survey tool. The survey tool should be able to Allow ZIMRA corporate communications team to :
- view the backend of the survey
 - view responses in real time
 - Download the survey report in PDF.

The downloadable report should be final and customized to have the following, among other headings:

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

The consultant is expected to carry out the survey and provide a report on pdf quarterly.

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

NOTE

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 _____

For and on behalf of _____

Name of Authorized Representative _____

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