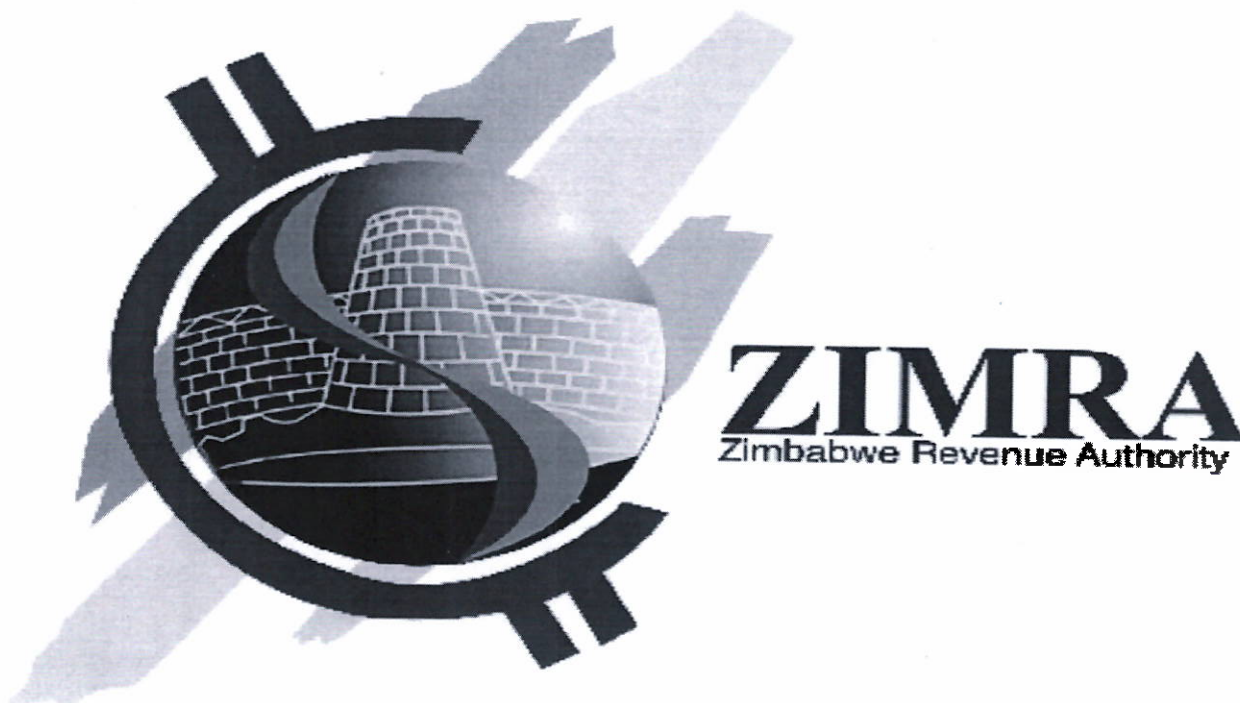


**Request for Quotation:
ZIMRA RFQ330/2023**

IVR RECORDINGS – ZIMRA CONTACT CENTRE

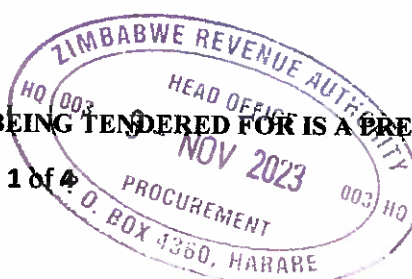


DATE OF ISSUE: 03 NOVEMBER 2023

CLOSING DATE: 10 NOVEMBER 2023 AT 1700 HOURS

NOTE

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



To: Suppliers

Dear Sir/Madam,

Please provide your Price Quotation for IVR RECORDINGS 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 10 November 2023 @ 1700hrs.
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 & Terms of Reference and then 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 706565 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 5 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- Line item basis or total items whichever is economic to ZIMRA.

Signed:

Taziwa T. C: A/ZIMRA PROCUREMENT MANAGER

NOTE

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



CATEGORY: CONSULTANCY SERVICES

GOODS/SERVICE SHEET

Item	Description of Goods	Unit of Measure	Quantity required	Unit Price	Total Price
1	IVR RECORDINGS AS PER THE ATTACHMENT ANNEXURE 1 FOR THE FOLLOWING LANGUAGES: <ol style="list-style-type: none"> 1. ENGLISH 2. SHONA 3. NDEBELE **SAMPLES OF VOICE RECORDING ARE REQUIRED**	Ea.	SEE ANNEXURE 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, 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: CONSULTANCY SERVICES

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:

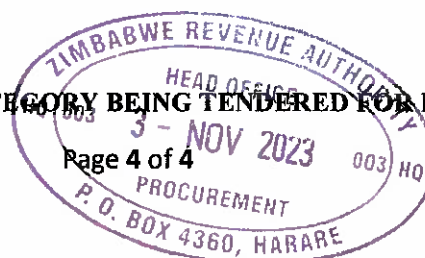
For and on behalf _____

For and on behalf of _____

Name of Authorized Representative _____

NOTE

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



ANNEXURE 1
(CEP Scripts)



Queue Announcement Script

Dear Valued client, thank you for your call. Your estimated wait time is ---minutes and your number in the queue is --.

To play after 45 seconds in queue to Agent.

Tinokutendai nekutichaira runhare. Tinotarisira kuti muchamia kwe-- minitsi and muri panhamba-
- mumutsara wekuti mudairwe.

Kuwe klayenti eliqakathekileyo, siyabonga ngokusitshayela ucingo. Sikhangelele ukuthi uzalinda
okwemizuzu engaba yi* njalo inombolo zokulindela impendulo ngu*.

Call Back Script

Thank you for holding. If you would like us to call to you back kindly press * and we will call you
back soon or you can keep holding for the next available agent. Thank you for your patience.

To play after customer holds for 2 minutes, and every 2 minutes thereafter.

Tinokutendai nekuramba makabata. Kana muchida kuti tikufonerei, dzvanyai * tigokufonerai
munguva pfupi inotevera. Kana kuti munogona kuramba makabata makamirira mumiririri wedu
anotevera. Tatenda.

Siyabonga ngokuhlala ulindile. Nxa ufisa sikutshayeke ucingo hlaba u* ukwenzela ukuthi
sikufonele kungekudala, kumbe ungahlala ubambile ukuze uthole usizo komunye wabameli bethu.
Siyabonga ukubekezela kwakho.

Selection Acknowledgement Script

We have received your request and we will call you back soon. Thank you.

Taona mhinduro yenyu, tinokufonerai munguva pfupi inotevera. Tatenda.

Sisitholile isicelo sakho, njalo sizakufonela kungekudala. Siyabonga

Post Call Survey Script

Agent will introduce and ask customer to participate in survey at the end of the call. If customer
agrees, agent then manually transfers them to the auto-survey.

Introduction Script

We are dedicated to serving you better at all times. May you kindly rate us on the following so that we keep
improving.

Sizimisele ngokulisiza kabanzi kuzo zonke izikhathi. Besicela lisinike imiklomelo efaneleyo ukwenzela ukuthi silinike usizo olungcono kwelizayo.

Takazvipira kukubatsirai zvemhando yepamusoro munguva dzose. Tinokumbira mutipewo maonero enyu pane zvinotevera kuitira kuti tirambe tichivandudza basa redu.

Call Survey Script

1.How happy were you with the service you received?

- Press 1 for Very satisfied
- Press 2 for Satisfied
- Press 3 for Neutral
- Press 4 for Dissatisfied
- Press 5 for Very Dissatisfied

1.Ujabule kanjani ngosizo esikunike lona?

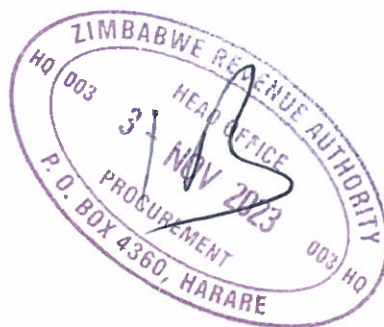
- Hlaba u1 nxa ujabule kakhulu
- Hlaba u2 nxa usuthisekile
- Hlaba u3 nxa uphakathi laphakathi
- Hlaba u4 nxa ungasuthisekanga
- Hlaba u5 nxa ungajabulanga ngempela

1.Makafara sei nerubatsiro rwamakapiwa?

- Dzvanyai 1 kana makagutsikana zvikuru
- Dvanyai 2 kana makagutsikana
- Dzvanyai 3 kana makafara zviri pakati nepakati
- Dzvanyai 4 kana musina kugutsikana
- Dzvanyai 5 kana musina kugutsikana zvikuru

2.Was your issue quickly resolved?

- Press 1 for Yes
- Press 2 for No



2.Uphangisile ukuthola usizo na ngenkinga obulayo?

- Hlaba u1 nxa uvuma
- Hlaba u2 nxa ungavumelani lakho

2. Dambudziko renyu rakakurumidza kugadziriswa here?

- Dzvanyai 1 kuti hongu
- Dzvanyai 2 kuti kwete

3.Were you given feedback on the status of your query?

- Press 1 for Yes
- Press 2 for No

3.Unikiwe impumela yenkinga yakho ngemva kwesikhatshana na?

- Hlaba u1 nxa uvuma
- Hlaba u2 nxa ungavumelani lakho

3. Makapiwa mhinduro maererano nezvanga zvichiitwa kana kugadziriswa padambudziko renyu here?

- Dzvanyai 1 kuti hongu
- Dzvanyai 2 kuti kwete

4.Will you refer others to use our Contact Centre service?

Press 1 for Yes

Press 2 for No

4.Ungalayela abanye na ukuthi bathole usizo kuContact Centre yethu?

Hlaba u1 nxa uvuma

Hlaba u2 nxa ungavumelani lakho

4.Muchakurudzira vamwe kushandisa Contact Centre yedu here?



Dzvanyai 1 kuti hongu

Dzvanyai 2 kuti kwete

5.Siyabonga ngempendulo

5.Thank you for the feedback.

5.Tinokutendai nemhinduro dzenyu

System Challenge Script

Dear Valued Client, thank you for calling. Please note we are experiencing system challenges and you may wait longer to be assisted.

Tinokutendai nekutifonera. Pari zvino tine dambudziko nesisitimu yedu, munogona kuti mirei kwekanguva musati mabatsirwa.

Kuwe Klayenti eliqakathekileyo, siyabonga ngokusithinta. Sicela ukukwazisa ukuthi sibambekile ngesistimu yethu esilelayo okwamanje, usungalinda isikhathi eside ukuthola usizo.

Off working hours

Thank you for calling ZIMRA Contact Centre. Please note that we are unable to receive your call at this moment. Thank you for your patience.

Tinokutendai nekufonera ZIMRA Contact Centre. Tinoda kukuzivisai kuti parizvino hatisikukwanisa kugamuchira runhare rwenyu. Tinokutendai nekunzwisisa.

Siyabonga ngokusithinta EZIMRA Contact Centre. Sicela ukukwazisa ukuthi asanelisi ukudobha ucingo lwakho kulesi sikhathi. Siyabonga ukubekezela kwakho.

