

Request for Quotation:

ZIMRA RFQ No: RFQ141/2024

MYSTERY SHOPPER SURVEY Q3 2024



ZIMRA
Zimbabwe Revenue Authority



DATE OF ISSUE: 25 JUNE 2024

CLOSING DATE: 29 JUNE 2024 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 the **ZIMRA Mystery Shopper 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 29 June 2024 @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 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 706 565 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: 

Taziwa T. (A/PROCUREMENT MANAGEMENT UNIT)

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GOODS/SERVICE SHEET

Item	Description of Goods	Unit of Measure	Quantity required	Unit Price	Total Price
1	ZIMRA MYSTERY SHOPPER FOR Q3 2024 SURVEY	Ea.	1	Xxx	xxx

TERMS OF REFERENCE (TOR)

Mystery shopper for 2024



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1. Introduction

The Corporate Affairs Division within the Zimbabwe Revenue Authority (ZIMRA) carries out Client Satisfaction Surveys (CSS) quarterly to assess the client experience throughout ZIMRA stations countrywide. The survey is a systematic effort to determine the degree of customer satisfaction and to implement the feedback that clients give each quarter. In addition to this, in Q3, 2024, the division will carry out an addition Mystery Shopper Survey (MSS) to augment the CSS efforts. The results are expected to guide the Authority in improving services and to trace the progress in satisfaction levels.

2. Background

The Division has requested the procurement of services of a consultant to carry a Mystery shopper survey in Q3, 2024.

3. Objectives

The objectives of the project are as follows:

1. To improve the Authority's service delivery
2. To identify gaps in the Authority's service delivery
3. To receive feedback on the perception of ZIMRA from the client perspective
4. To help operations address gaps identified in the report
5. To ascertain ZIMRA's visibility, brand position and appreciation of ZIMRA's mandate and functions.

4. Requirements

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 (spread across the ZIMRA regions)
 - Clearing agents (spread across the ZIMRA regions)
 - Transporters

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- Individual taxpayers (spread across the ZIMRA's regions)
- Corporate taxpayers (covering all sectors of the economy)
- Importers (spread across the ZIMRA regions)
- Exporters (spread across the ZIMRA regions)
- Civil society (local, community based and International NGOs)
- Parastatals and government departments
- SMEs (spread across the ZIMRA regions)
- Cross-border traders (spread across the ZIMRA regions)
- Members of the public (residents in urban, rural, growth points and service centres, farming communities; low, medium and high density areas)
- Media (print, online, radio and TV)

The consultant is expected to generate questionnaires 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
- Awareness of #TaRMS
- Awareness of Single Window
- Awareness of fiscalisation
- Brand positioning

5. Tasks and Responsibilities

In consideration of the above mentioned project objectives the Service Provider shall:

1. Carry out physical sample surveys at various ZIMRA stations countrywide (provided by Corporate Communications).
2. Come up with a Mystery shopper report in word or pdf.
3. Present the results to executives.

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6. Organisational Setting

The Service Provider shall work under direct supervision of the ZIMRA's Management.

7. Input

The Project Team will provide the consultancy with the necessary information (Questionnaire) for fulfilment of tasks and will facilitate the necessary meetings.

8. Qualifications and Skills

A key success factor for this project is a strong core project team that consists of both ZIMRA and the Consultant. The consultant is expected to have the required experience to carry out the task and should submit three references from big organizations they worked for to demonstrate previous experience of carrying out client satisfaction surveys.

9. Scope of work

The project will cover the following:

Gathering of clients' responses, analyses of responses, report and recommendations.

10. Conclusion

The survey will assist the Authority in improvement of service delivery.

<i>Grand Total, DAP, ZIMRA Warehouse</i>		
<i>Currency</i>		
<i>Delivery Period: _____ weeks from receipt of order</i>		

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

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

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Deliver to Zimbabwe Revenue Authority, Corporate Affairs; 9th Fl. ZB Centre; 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 _____

For and on behalf of _____

Name of Authorized Representative

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