



All communications should be addressed to
"THE DIRECTOR- GENERAL"
P.O. Box CY342,
Causeway,
Harare
Zimbabwe

12th December 2022

ATT: Sales

REQUEST FOR QUOTATION – (RFQ 700/2022)

Zimbabwe National Statistics Agency would like to procure consultancy service for Customer Satisfaction Survey;

Item No.	Goods Description	Quantity	Unit of Measure	Unit Price (USD)	Total Cost (USD)	Lead Time (Expected)
1	Provision of consultancy services for ZIMSTAT Customer Satisfaction Survey					15 days
SPECIFICATIONS (See attached Terms of reference)						
DELIVERY LEAD TIME						
Grand Total						

NB: Kindly quote in the above shown format.

Failure to meet the minimum score for technical evaluation will lead to automatic disqualification;

An Order/Contract will be placed with the consultant who offers the lowest price quotation which complies with the attached terms of reference and conditions of this request for quotation.

If interested, you are requested to submit a comprehensive quotation for services **only**.

Mandatory Requirements;

PRAZ Registration Certificate

Quote validity

Certificate of Incorporation in the country of domicile

Valid Tax registration Certificate

Proof of Track record (Referral letters of similar project in question)

Failure to provide the above will result in automatic disqualification of your quotation

You are kindly requested to compile a financial proposal in accordance to the information captured in table above and indicate the following: -

- i. Payment terms
- ii. Currency used is USD payable at the prevailing rate on the date of payment
- iii. Your quote validity
- v. All costs that make up the total acquisition costs should be indicated separately as hidden costs will not be considered.
- v. Name of the contact person to address issues raised by ZIMSTAT.

Quotations should be on company letterheads.

Your proposal must be e-mailed to e-tenderbox@zimstat.co.zw ONLY on or before the closing date and time, Friday 16th of December 2022 @1000hrs

Technical Evaluation Criteria

The proposals shall be evaluated using the following criteria and score points with total of 90marks:

Team Qualification and Experience - (30 marks)

The Consultant will present names of the Lead Consultant and Consultants who will be involved in the assignment. They should be holders of Bachelor's Degrees and must have been involved in providing Customer Satisfaction Consultancy Services for at least 5 years for different organizations.

Signed CVs, certified copies of Academic and Professional certificates of all the staff to be assigned must be attached. Marks will be awarded as below;

Team	Qualification	Marks
Lead Consultant	Post Graduate/Master Degree in Marketing or related field	2
	Relevant Undergraduate Degree	3
	Relevant experience >15 years - 15 marks 10 – 15 years - 10 marks Below 10 years - 0	15
Assistant Consultant(s)	Post graduate/Master Degree in Marketing or related field	2
	Relevant Undergraduate Degree	3
	Relevant experience >15 years - 5 marks 10 – 15 years - 3 marks 9 to 5 years - 2marks Below 5 years - 0	15

Firm's Experience - (20 marks)

Demonstrated experience of the Firm in the provision of comparable Corporate Governance Consultancy assignments to other entities of similar characteristics in the last three (3) years; (Public Sector) providing details or contracts; recommendation letters (these must have amount of services undertaken in order to score marks)

Experience	Marks
More than 15 years	20
10 to 15 years	10
5 to 10 years	7

Below 5 years	0
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Methodology - (30 marks)

The Firm shall give details on the approach, strategies and methodology to ensure effectiveness of the Corporate Governance Consultancy.

Proposed approach and methodology to be adopted for the assignment including tools to be used, estimated time and report architecture.

Item	Marks
Adequacy of the proposed technical approach,	6
Conformity and understanding of the terms of reference (ToR),	6
Finalization and reporting including draft and final reports,	6
Methodology in line with the ToRs	6
Work Plan and activity schedule in Line with the terms of reference	5
Neatness, orderliness and flow of the document	1

Referees - (5 marks)

The consultant to provide five (5) recommendation letters from previous clients within the last five (5) years - (1 mark for each)

Value addition - (5 marks)

Value addition to the assignments/improvements to our Terms of Reference – 1 mark each

- International linkage & exposure
- Knowledge transfer
- Strategies for sustenance of acquired skills and process experience
- Training development
- Post assignment support

Bidders will proceed to the financial evaluation stage if they score a minimum of 70 marks and above in the criteria.

The minimum technical qualifying score required to pass the technical evaluation is 70 points. Any bidder who fails to meet the required technical pass mark will be automatically disqualified and their financial bids will be returned unopened.

Financial Criteria

Financial scores will be determined by awarding **30 points to the lowest priced proposal** and giving all other proposals a score which is proportionate to this.



TERMS OF REFERENCE

FOR

CUSTOMER SATISFACTION SURVEY CONSULTANCY SERVICES

The Zimbabwe National Statistics Agency (ZIMSTAT) is a corporate body established by the Census and Statistics Act, [Ch10:29]. The Act prescribes ZIMSTAT as the main source of official statistics in Zimbabwe.

ZIMSTAT intends to hire the services of a consultancy to carry out a customer satisfaction survey. The objective of the assignment is to carry out a Satisfaction Baseline Survey and to determine the Clients' Satisfaction Index.

Scope of Work

The selected consultant must:

1. Come up with a survey methodology;
2. Conduct a Baseline Survey to determine the Client Satisfaction Index (CSI).
3. Process and analyse the collected information; and
4. Produce the analytical report of findings.
5. Use the CSI to;
 - a) Determine the quality of service delivery as perceived by the customers;
 - b) Identify whether expectations are being met or otherwise;
 - c) Identify gaps in service delivery;

- d) Identify the sources of customer complaints/dissatisfaction in regard to service delivery;
- e) Establish the effectiveness of information dissemination;
- f) Ascertain visibility of the Agency's brand and appreciation of its functions; and
- g) Prepare and deliver a comprehensive report detailing the survey methodology, findings, and recommendations for service delivery improvement.

Key Outputs and Deliverables

- a) An inception report sharing methodology, tools to be used and timelines for the survey. This should be presented within 15 calendar days after signing the contract;
- b) Draft report on survey findings, recommendations and suggestions on how to improve customer service in a manner which addresses customer concerns within the framework of ZIMSTAT's mandate within 30 days; and
- c) Final report on findings and recommendations considering the Agency's comments on draft report in both hard and soft copy 10 to 15 calendar days after receiving comments on the draft report.

Proposal

The consultant will be expected to submit technical and financial proposals which include:

- a) A brief profile and description of the research/survey agency demonstrating their ability to achieve tight deadlines and flexibility in meeting the client's needs;
- b) A brief profile of at least three personnel who will be assigned in the projects showing areas of specialization;
- c) List and evidence of relevant work experience for at least 3 years of experience in conducting customer satisfaction researches and surveys, including analysis and presentation.