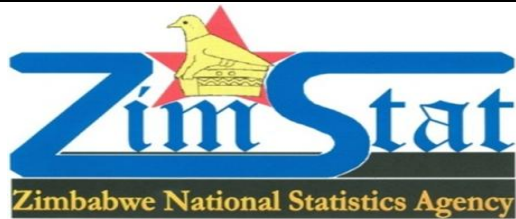


**BIDDING DOCUMENT FOR THE PROVISION OF CONSULTANCY
NATIONAL CUSTOMER SATISFACTION SURVEY TO ZIMSTAT
PROCUREMENT REFERENCE NO: DOMESTIC/ZIMSTAT/EOI/08/2023**



**ZIMABWE NATIONAL STATISTICS AGENCY (ZIMSTAT)
20TH FLOOR KAGUVI BUILDING, CORNER 4TH/CENTRAL AVENUE, PO BOX CY
342, CAUSEWAY, HARARE**

www.zimstat.co.zw

PROCUREMENT REFERENCE NUMBER: DOMESTIC/ZIMSTAT/EOI/08/2023

**EXPRESSION OF INTEREST FOR THE PROVISION OF NATIONAL CUSTOMER
SATISFACTION SURVEY TO ZIMSTAT**

DATE OF ISSUE: 10th FEBRUARY 2023

CLOSING DATE: 3rd March 2023 (1000 HOURS ZIMBABWEAN TIME)

**CLOSES AT: ZIMSTAT HEAD OFFICE
20TH FLOOR KAGUVI BUILDING,
CORNER 4TH/CENTRAL AVENUE
HARARE, ZIMBABWE**

**BIDDING DOCUMENT FOR THE PROVISION OF CONSULTANCY
NATIONAL CUSTOMER SATISFACTION SURVEY TO ZIMSTAT
PROCUREMENT REFERENCE NO: DOMESTIC/ZIMSTAT/EOI/08/2023**

**CALL FOR EXPRESSION OF INTEREST FOR CONDUCTING NATIONAL
CUSTOMER SATISFACTION SURVEY FOR ZIMSTAT EOI/01/2023 – (*Firm Based
Selection*)**

1. Background

The Zimbabwe National Statistics Agency (ZIMSTAT) was established in terms of the Census and Statistics Act [Chapter 10:29]. The mandate of the Agency is provision of national statistics.

The Agency therefore, has to keep abreast with the changing needs of both the market environment and its customer so as to respond appropriately in-service delivery. The aim is to ensure that ZIMSTAT remains focused and responsive to the ever-changing customer needs and preferences. In this regard, the Agency is desirous of hiring a consultant to conduct a national customer satisfaction survey for the services offered by ZIMSTAT. The objective is to establish customer satisfaction with ZIMSTAT service delivery and their needs so as to develop an effective business strategy to increase its productivity.

2. Objective

The overall objective of the consultancy is to conduct a national level survey on customer satisfaction levels with the various services offered by ZIMSTAT.

Specifically, the study will seek to:

- a) Establish customer understanding on the role and functions of ZIMSTAT
- b) Establish the needs of ZIMSTAT customers
- c) Determine the overall customer satisfaction with services offered by the Agency
- d) Determine customer satisfaction drivers and service delivery gaps
- e) Track the performance of ZIMSTAT on customer satisfaction along various parameters
- f) Measure the population currently accessing quality and efficient Services from ZIMSTAT
- g) Measure the population currently accessing information on ZIMSTAT Services
- h) Measure the level of awareness about ZIMSTAT
- i) Provide recommendations for the improvement of service delivery

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3. Scope of services

The following outputs will be expected from the consultant.

1. A detailed proposal covering but not limited to:
 - a) Background to the study
 - b) Statement of the problem
 - c) Purpose
 - d) Justification
 - e) Detailed methodology clearly demonstrating how the methodology chosen will address the study objectives
 - f) Sampling design and justification for the sampling design chosen
 - g) A skeleton of the appropriate study instrument (broad picture of what shall be covered)
 - h) Detailed work plan for carrying out the assignment
2. Inception report
3. Inception meeting with ZIMSTAT to discuss, agree and document the Terms of Reference and the applicable Project Management Framework/Structure
4. Develop the study instruments the complete appropriate study instruments for use and discuss with ZIMSTAT. The instruments have to be approved by ZIMSTAT for use.
5. Provide periodic updates to the client.
6. Make presentation of the report to ZIMSTAT staff, then make appropriate amendments as may be necessary with an aim of finalizing the report
7. Make a presentation of the report to ZIMSTAT management and other relevant stakeholders; make appropriate amendments as may be necessary
8. Provide a final report both in soft and one bound hard copy. The report should contain sub-reports of each of the surveys. Each report should be developed in the generally accepted report format and must contain but not limited to the following: -
 - a) Findings on each of the objectives
 - b) Specific conclusions drawn from the findings
 - c) Implementable recommendations
 - d) Satisfaction index of the various surveys
 - e) Staff competency level
 - f) Lessons learnt
9. Meeting with ZIMSTAT project team to officially close the project and document

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4. Eligibility criteria

- a) The firm/partnership must be registered with Procurement Regulatory Authority of Zimbabwe (PRAZ)
- b) The firm must provide the following documentation:
Valid tax clearance certificate; certificate of incorporation; detailed company profile to include practice profile of previous/current clients
- c) Key personnel have minimum degree with a major component within Statistics or equivalent and must submit copies of the qualifications
- d) Submit curriculum vitae of key personnel that are proposed to carry out the projects clearly indicating the projects that they have worked on either as individuals or part of the organisation
- e) The firm/partnership must submit at least three traceable reference letters of similar previous engagements that they have undertaken in the past 5 years. One of the referenced works must be of government ministry/department/agency/company listed on stock exchange and must be on letter head signed by a senior official.

NB: Shortlisted firms/partnerships will be invited to submit technical and financial proposals.

A Consultant will be selected with the procedures specified in Part VIII of the Public Procurement and Disposal of Public Assets Act (PPDPA) [Chapter 22:23] and Part VI of the PPDPA (General) Regulations, 2018 (Statutory Instrument 5 of 2018). Shortlisted Consultants will be involved to submit their proposals on a separate document based on the Standard Request for Proposals of the selection of Consultancy Services and the Consultant submitting the successful proposal will be engaged of the Contractual terms set out in that document and in the General Conditions of the Contract for Consultancy Services. Copies of the Act and Regulations and the Standard documentation are available on the website of the Procurement Regulatory Authority of Zimbabwe.

This opportunity is open to all Consultants who met the criteria for eligibility as stated in Section 28 of the Act and who have the national of an eligible country as defined in Clause 1.10 of the General Conditions of the Consultancy

Potential Consultancy Firms must submit three copies of an Expression of Interest in sealed envelopes clearly marked with description and the procurement reference number. The Expression of Interest bids shall be dropped in the tender box at the ZIMSTAT Reception in the 20th floor Kaguvi Building, Cnr Simon Muzenda & Central Avenue Harare, Friday 3rd March, 2023 @ 1000 Hours on or before. Late expression of interests shall be rejected.

**BIDDING DOCUMENT FOR THE PROVISION OF CONSULTANCY
NATIONAL CUSTOMER SATISFACTION SURVEY TO ZIMSTAT
PROCUREMENT REFERENCE NO: DOMESTIC/ZIMSTAT/EOI/08/2023**

Attention: Procurement Mangement Unit
20th floor Kaguvi Building,
Cnr Simon Muzenda & Central Avenue
Harare

Tel: [+263 4 706681-8](tel:+26347066818) / [+263 4 703971-7](tel:+26347039717)
Email: pmu@zimstat.co.zw
Website: www.zimstat.co.zw