

Head Office

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Driven to make you drive well!

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TENDER EVALUATION REPORT FOR TENDER (ZNR DT 23/2025) FOR THE SELECTION OF A CONSULTANT TO CARRY OUT A CUSTOMER SATISFACTION SURVEY FOR A PERIOD OF ONE YEAR HELD ON 08 OCTOBER 2025 AT ZB LIFE TOWERS BOARDROOM.

EVALUATION COMMITTEE MEMBERS PRESENT:

- | | |
|-----------------------|---|
| 1. Mr. S. Chirahwi | Administration Manager |
| 2. Mr. T. Mupambireyi | Network Administrator |
| 3. Mr. T. Munhu | Finance Controller MANAC |
| 4. Mr. R. Mukondomi | SHEQ Officer |
| 5. Mrs. T. Manyeza | Head of Corporate Communications and Marketing (User) |

TENDER EVALUATION REPORT FOR ZNR DT 23/2025 FOR THE SELECTION OF A CONSULTANT TO CARRY OUT CUSTOMER SATISFACTION SURVEY FOR A PERIOD OF ONE YEAR.

BACKGROUND

ZINARA intends to undertake a confidential National Customer Satisfaction Survey to gather essential feedback regarding its service delivery. The insights we gain from this initiative are crucial. They will empower us to focus on areas where we can improve, ultimately making our organization more efficient and effective for everyone

The survey functions as a key performance indicator (KPI) for specifically measuring satisfaction among the following crucial customer segments:

- Road Authorities
- Licensing Agents
- Licensing, Tolling & TOAF Customers

This Customer Satisfaction Survey (CSS) is to achieve several key objectives, directly contributing to ZINARA's commitment to service excellence in fulfilment of the performance contracting requirements for the board, executive and management. Specifically, the survey aims to:

- **Define Customer Service Excellence:** Identify the critical parameters that constitute excellent customer service within the road and maintenance sector. This provides a clear benchmark for our operations.
- **Evaluate Current Performance:** Assess ZINARA's current performance against these identified customer service elements, highlighting areas of strength and those requiring attention.
- **Establish Overall Customer Satisfaction:** Quantify ZINARA's overall Customer Satisfaction Index (CSI), offering a comprehensive measure of customer sentiment towards our services.
- **Measure Complaint Resolution Effectiveness:** Determine ZINARA's Customer Complaints Resolution Ratio (CCR), providing insight into our efficiency in addressing and resolving customer issues.
- **Gauge Customer Effort:** Measure the Customer Effort Score (CES), understanding the ease or difficulty customers experience when interacting with ZINARA.
- **Propose Improvement Strategies:** Develop actionable suggestions for ZINARA's various brands to enhance customer satisfaction across all touchpoints.

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The achievement of these objectives, the Customer Satisfaction Survey provides a robust foundation for data-driven decision-making, ensuring ZINARA continually improves its service delivery in line with customer expectations and organizational goals.

The survey will be conducted by an independent consultant to ensure maximum participation and corporation from the targeted respondents which are valued motorists and road Authorities.

It is against this background that the Public Relations department requested the engagement of a consultant to conduct a client satisfaction survey for a period of one year. The tender was advertised in the Government Gazette on the 22nd of August 2025 and the local newspapers, the tender had a closing date of 23 September 2025. The bid was also uploaded on the ZINARA and PRAZ websites for free download. Participating bidders were issued with an addendum which was published on the ZINARA and PRAZ website.

The tender then closed with ten (10) bids having been received as tabulated below: -

TABLE 1: NAMES AND ADDRESSES OF DIRECTORS

NO.	BIDDER	NAMES OF DIRECTORS	ADDRESSES OF DIRECTORS
1.	Lorimak Strategic Staffing Services (Pvt) Ltd	Richard Takaedzwa Zambe Makoni Louisa Penina Zambe Makoni	7 Hartson Hill Greystone Park Harare 7 Hartson Hill Greystone Park Harare
2.	University of Zimbabwe	The University of Zimbabwe was established in terms of the University of Zimbabwe Act (1982). Therefore, cannot provide company registration Documents (Certificate of Incorporation, CR14, CR6 Form)	
3.	Probe Market Research	Alistair McDougall Carlisle	17 Broadmead lane, Colne Valley, Harare
		Michael John Hogg	75 Orange Grove Drive, Highlands, Harare
		Gardner Mwakonya	536 Tsika Road, New Marimba, Harare
4.	Chartered Institute of Customer Management	Rinos Masimba Mautsa	210 Enterprise Road, The Grange Harare

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		Kudzayi Irene Mutyasera	210 ENTERPRISE ROAD, THE GRANGE HARARE
5.	Consumer Feedback Consultancy	Darlington Sarira Biza	14499 Kuwadzana 5, Harare
		Leroy Tapfumaneyi Gongora	162 Lavendar Lane ,Manresa ,Harare
		Dexter Biza	14499 Kuwadzana 5, Harare
6.	Head Hunters Incorporated (Pvt) ltd	Bekithesi Mlalazi	5 Fimpona Clause ,Mandara ,Harare
		Beki Sibanda	16 BridgeNorth Road ,Greendale Harare
		Andrew Jemedze	3810 Nhoror Road Winsor Park, Ruwa
7.	Genesis Global finance P/L	Felix Kumirai	3 Sheringham Close,Mt Pleasant Harare
		Rudo Helena Makarawo	3 Sheringham Close,Mt Pleasant Harare
		Tecla Mapota	1559 Figtree lane ,Westgate ,Harare
		Jedida Ndebele	8 Crighton Road Groom bridge Harare
8.	Winfield Strategy	Precious Murena	30 Impala Road ,Borrowdale West ,Harare
		Faustina Murena	2086 Area D ,Westgate Harare
9.	Industrial Psychological Services (Private) Limited t/a Tm Industrial Psychological Services	Trymore Mudzi	404 Charlotte Brook Borrowdale,Harare
		Zorodzai Kamwanda	2714 Glen Norah ,Harare
10.	Datalyst Africa	Munyaradzi Damson	1508-2 nd Road Glenview 1 Harare
		Tendai Matondo	10 St Martins Road, Hatfield Harare

FINANCIAL PROPOSALS

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No:	Bidders Name	TOTAL COST	BID SECURING DECLARATION
1.	Lorimak Strategic Staffing Services (Pvt) Ltd	9 775.00	Compliant
2.	University of Zimbabwe	36 994.61	Compliant
3.	Probe Market Research	65 665.00	Compliant
4.	Chartered Institute of Customer Management	21 700.00	Compliant
5.	Consumer Feedback Consultancy	14 722.30	Compliant
6.	Head Hunters Incorporated (Pvt) ltd	11 500.00	Compliant
7.	Genesis Global finance P/L	24 500.00	Compliant
8.	Winfield Strategy	46 000.00	Compliant
9.	Industrial Psychological Services (Private) Limited t/a Tm Industrial Psychological Services	18 000.00	Compliant
10.	Datalyst Africa	12 500.00	Compliant

DECLARATION OF INTERESTS

Directors' names of the Bidding Companies were read out. Members individually declared that they had no conflict of interests. A register of no Conflict of Interests was circulated, and members duly signed indicating that they had no conflict of interests.

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PROCEEDINGS

- The procurement evaluation committee was advised that the engagement of the consultant had adopted the **Quality Cost Based selection method** in the procurement of Consultancy services, as guided by Section (62) of the Public Procurement and Disposal of Public Assets (PPDPA) Act.
- It was also advised that the evaluation was divided into Administrative, Technical, and financial evaluation.

Administrative requirements were evaluated as tabulated below:

TABLE 2: ADMINISTRATIVE EVALUATION

Requirement	CONSULTANT'S COMPLIANCE STATUS									
	Lorimark	University of Zimbabwe	Probe Market Research	Chartered Institute of Customer Management	Consumer Feedback Consultancy	Head Hunters	Genesis Global Finance	Winfield	TM Industrial Psychology Services	Datayst Africa
CR14	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
CR6	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Certificate of Incorporation	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Bid submission sheet	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Valid Tax Clearance	Compliant	Compliant	Compliant	Not Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant

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ATTRIBUTE	SCORE	Lorimak	University of Zimbabwe	Probe Market Research	Consumer Feedback Consultancy	Head Hunters	Genesis Global Finance	Winfield	Datalyst Africa
contracts/ completion certificates.									
2. Provide recommendation in letters from the 3 should be Ministries/Parastatals & 2 from established private companies listed above written within the last two years period for Provision of Consultancy Services on Customer Satisfaction Survey and Provision of Corruption Eradication Survey (4 marks each)	20 Marks	20	12	0	20	16	12	15	20
3. Understanding of and conformity to the TOR	6 Marks	3	6	6	6	6	6	6	6
4. Consultant's additional suggestions and proposals on the TORs	10 Marks	5	10	10	10	10	10	10	10
5. Appropriateness of the methodology and schedule, and the completeness of the	10 Marks	5	10	10	10	10	10	10	10

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ATTRIBUTE	SCORE	Lorimak	University of Zimbabwe	Probe Market Research	Consumer Feedback Consultancy	Head Hunters	Genesis Global Finance	Winfield	Datalyst Africa
description of the same in relation to the TORs, particularly with respect to the outlined objectives									
6. Project Leader/Team leader: MUST Attach copies of academic and professional certificates <ul style="list-style-type: none"> • PhD in Economics or Business Administration or any Business related field from a recognized institution - 9 marks . • Master's degree in economics or business administration or any Business-related field from a recognized institution - 6 marks • Bachelor's degree in economics or business administration or any Business related field from recognized institution - 3 marks 	9 Marks	3	9	3	6	9	9	6	0
7. Proof of Membership to a Professional body - 2 marks	2 Marks	0	0	0	2	0	0	0	0

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ATTRIBUTE	SCORE	Lorimak	University of Zimbabwe	Probe Market Research	Consumer Feedback Consultancy	Head Hunters	Genesis Global Finance	Winfield	Datalyst Africa
8. Have extensive and broad experience in undertaking similar consultancies especially in Public & private entities. 8 years of proven experience in undertaking consultancies - 8 Marks (1 mark prorated for each year) (MUST Attach CV in format provided)	8 Marks	0	8	8	8	8	7	8	0
9. Two Other senior consultants: MUST Attach copies of academic and professional certificates Have a bachelor's degree in Economics or Business related field from recognized institution - 4 marks	4 Marks	0	4	4	2	4	4	2	0
10. Proof of membership to a professional body- 2 Marks for each consultant (Must attach copies of certificates)	2 Marks	0	0	2	0	0	0	0	0
4 years of proven experience in undertaking consultancies- 2	2 Marks	0	2	2	2	2	2	2	0

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ATTRIBUTE	SCORE	Lorimak	University of Zimbabwe	Probe Market Research	Consumer Feedback Consultancy	Head Hunters	Genesis Global Finance	Winfield	Datalyst Africa
Marks (1 mark prorated for 4 years year per staff) (MUST Attach CV in format provided)									
4 years of proven experience in undertaking consultancies- 2 Marks (1marks prorated for 4 years per staff) (MUST Attach CV in format provided)	2 Marks	0	2	2	2	2	2	2	0
TOTAL	100	36	63	47	93	67	62	66	46

- Having remained with the above tabulated bidders as the only accepted bids, the financial evaluation proceeded as tabulated below:

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TABLE 4: FINANCIAL EVALUATION - PRICE COMPARISON

		Financial Cost	Technical Scores (Quality)	Financial Weight	Technical Weight	Total Weight	Recommendations
1.	Lorimak Strategic Staffing Services (Pvt) Ltd	9 775.00	36	30	25.2	55.2	Not recommended
2.	University of Zimbabwe	36 994.61	63	7.93	44.1	52.03	Not recommended
3.	Probe Market Research	65 665.00	47	4.50	32.90	37.40	Not recommended
4.	Consumer Feedback Consultancy	14 722.30	93	19.90	65.10	85.00	Recommended
5.	Head Hunters Incorporated (Pvt) ltd	11 500.00	67	25.50	46.90	72.40	Not recommended
6.	Genesis Global finance P/L	24 500.00	62	11.97	43.40	55.40	Not recommended
7.	Winfield Strategy	46 000.00	66	6.40	46.20	52.60	Not recommended
8.	Datalyst Africa	12 500.00	46	23.50	32.20	55.66	Not recommended

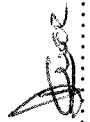
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RECOMMENDATION

- After having deliberated and evaluated the above tender, the Procurement Evaluation Committee recommended Consumer Feedback Consultancy (Pvt) Ltd, for the award of ZNR DT 23/2025 for the Selection of a Consultant to Conduct a Customer Satisfaction Survey for a period of 1 year at a total contract price of **US\$14,722.30 payable in ZWG at prevailing at the date of payment** based on the quality of the technical proposal and the cost of carrying out the service.

The above-tabulated bidders were recommended based on their acceptance.

Compiled by:

Charmaine Diver Procurement Officer Signature  Date: 15/10/25 / 202

Signed as a true record kept at ZINARA

RECOMMENDED BY:

- | | | | |
|-----------------------|--------------------------|----------------|-----------|
| 1. Mr. S. Chirahwi | Administration Manager | Signature..... | Date..... |
| 2. Mr. T. Mupambireyi | Network Administrator | Signature..... | Date..... |
| 3. Mr. T. Munhu | Finance Controller MANAC | Signature..... | Date..... |
| 4. Mr. R. Mukondomi | SHEQ Officer | Signature..... | Date..... |
| 5. Mrs. T. Manyeza | Head of CC&Marketing | Signature..... | Date..... |
- (Handwritten dates: 14/10/25, 13/10/25, 13/10/25, 13/10/25, 13/10/25)*

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Checked by : T. Sakupwanya Procurement Manager Signature..... Date

Reviewed by: T. Vambe Head of PMU Signature..... Date.....

Recommended by : A. Zvandasara Finance Director Signature..... Date

Approved by: Nkosinathi Ncube Chief Executive Officer Signature..... Date.....

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