



"Creating a level playing field"

POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE

PMU TECHNICAL EVALUATION REVIEW REPORT

**PROVISION OF CONSULTANCY SERVICES TO CONDUCT A CONSUMER SATISFACTION
SURVEY FOR THE YEAR 2025 TO 2027 FOR THE TELECOMMUNICATION, POSTAL AND
COURIER SERVICES IN ZIMBABWE**

TENDER NUMBER POTRAZ/EOI/01/03/2025 (RFP)

CONTENTS

1. **Executive Summary:**..... 3

2. **Scope of Contract**..... 6

3. **Bid Invitation Process:**..... 9

4. **Evaluation Committee** 10

5. **Declaration of Interests**..... 13

6. **Summary of Evaluation:** 13

7. **Administrative / Mandatory Evaluation**..... 13

8. **REMARKS:**..... 19

QR

1. Executive Summary:

The Postal and Telecommunication Regulatory Authority of Zimbabwe (hereinafter referred to as "POTRAZ") is a statutory body responsible for regulating the postal and telecommunications sector, established in terms of the Postal and Telecommunications Act [Chapter 12:05] and is also the designated Data Protection Authority according to the Cyber and Data Protection Act [Chapter 12:07]. POTRAZ, as a government arm in ICTs, plays a vital role in ensuring and facilitating the digitalization of the economy through various initiatives, such as the Community Information Centres program and e-learning program. In this transformational digital world, ICTs facilitate the country's capabilities to attain developmental goals in line with the national Development Strategy (NDS1) and reach global Sustainable Development Goals (SDGs).

POTRAZ seeks to engage a consultant to Conduct a Consumer Satisfaction Survey for the year 2025 to 2027 for the Telecommunication, Postal and Courier Services in Zimbabwe, thereby aiding and informing efficient service delivery by the Authority.

Firms were selected in accordance with the procedures specified in Part VII of the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] and Part VI of the General Regulations, 2018 (SI 5 of 2018), and in accordance with the shortlisting criteria indicated in the Request for Proposals (RFP) document.

Three bidders were shortlisted through the EOI for the RFP stage through **SPOC Resolution 0669** of July 10, 2025, and these are: -

- a) Winfield Strategy and Innovation P/L
- b) Consumer Feedback Consultancy
- c) Probe Market Research P/L



16 July, 2025

Ref: PRAZ/C/30

Dr. G. Machengete
Director General

POSTAL & TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE
(POTRAZ)

RE: REQUEST FOR REVIEW BY THE SPECIAL PROCUREMENT OVERSIGHT COMMITTEE (SPOC): TENDER NUMBER POTRAZ/EOI/01/03/2025- EXPRESSION OF INTEREST FOR THE PROVISION OF CONSULTANCY SERVICES TO CONDUCT A CONSUMER SATISFACTION SURVEY FOR THE YEAR 2025 TO 2027 FOR THE TELECOMMUNICATION, POSTAL AND COURIER SERVICES IN ZIMBABWE

Your last procurement update on eGP, on the above subject matter refers.

At the Special Procurement Oversight Committee (SPOC) Round Robin Meeting of 10 July 2025, Members observed the following:

- The Accounting Officer's procurement process was for the Expression of Interest for the Provision of Consultancy Services to conduct a Consumer Satisfaction Survey for the year 2025 to 2027 for the Telecommunication, Postal and Courier Services in Zimbabwe.
- The Accounting Officer advertised the Expression of Interest tender in line with section 58 of the Public Procurement and Disposal of Public Assets (PPDPA) Act [Chapter 22:23] as read in conjunction with section 19 (2) of the PPDPA (General) Regulations and only 4 x bidders responded.
- The Accounting Officer was recommending to proceed to the Request for Proposals with 3 x compliant bidders on the process who managed to score above the minimum technical score of 70 points in line with section 58(2) of the PPDPA Act.

Accordingly, the SPOC through SPOC RESOLUTION 0669 of 10 July 2025, having reviewed the Accounting Officer's submission in terms of section 54 (10) of the Public Procurement and POTRAZ/EOI/01/03/2025 as follows: -

Page 1 of 2

9th Floor, Pearl House, 61 Samora Machel Avenue
P.O. Box CY 408 Causeway, Harare, Zimbabwe
reception@praz.org.zw/ enquiries@praz.org.zw
+263 (242) 752 539-42, 753 132, 750 086
+263 716 800 036
VOIP: +263 8688 003 491/2
www.praz.org.zw

Ms N. Moyo (Chairperson), Eng C. Nyachwaya (Vice Chairperson), Mr C. Ruwona (Chief Executive Officer), Retd Col J. Mhlanganyama,
Mrs R. Nhamo, Ms O. Murat, Air Commodore W. Chikunwa, Retd Brigadier - General C.M. Gore

TS

Page 4 of 20

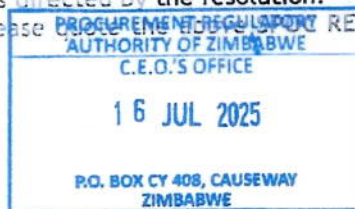
CP

SPOC Resolution

SPOC Reference No & Date	Outcome	Accounting Officer's Award	Value (US\$)												
SPOC 0669 10.07.25	Certify Recommend	<ul style="list-style-type: none"> To the best of its knowledge and ability that, the Accounting Officer's proposed shortlist withstands scrutiny. That the Accounting Officer can shortlist and proceed to the Request for Proposals Stage of Tender No. POTRAZ/EOI/01/03/2025 for the Expression of Interest for the Provision of Consultancy Services to conduct a Consumer Satisfaction Survey for the year 2025 to 2027 for the Telecommunication, Postal and Courier Services in Zimbabwe with 3 x compliant bidders who scored above the minimum pass mark of 70 points, as follows: - <table border="1"> <thead> <tr> <th>Rank</th> <th>Bidder's Name</th> <th>Technical Score (points)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Winfield Strategy & Innovation P/L</td> <td>89.25</td> </tr> <tr> <td>2.</td> <td>Consumer Feedback Consultancy P/L</td> <td>86.00</td> </tr> <tr> <td>3.</td> <td>Probe Market Research P/L</td> <td>85.25</td> </tr> </tbody> </table>	Rank	Bidder's Name	Technical Score (points)	1.	Winfield Strategy & Innovation P/L	89.25	2.	Consumer Feedback Consultancy P/L	86.00	3.	Probe Market Research P/L	85.25	N/A
Rank	Bidder's Name	Technical Score (points)													
1.	Winfield Strategy & Innovation P/L	89.25													
2.	Consumer Feedback Consultancy P/L	86.00													
3.	Probe Market Research P/L	85.25													

You are therefore advised to proceed as follows: -

1. Take all necessary steps as directed by the resolution.
2. In all communications, please refer to the SPOC RESOLUTION number and the date.



[Handwritten Signature]

PP

Dr. C. Ruswa
Chief Executive Officer
PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE

**FOR AND ON BEHALF OF THE SPECIAL PROCUREMENT OVERSIGHT COMMITTEE
IN ACCORDANCE WITH SECTION 54 (3) OF THE PUBLIC PROCUREMENT AND
DISPOSAL OF PUBLIC ASSETS ACT [CHAPTER 22:23].**

TS

CF

The RFP was published in the EGP System (Tender ID 34703) to the three shortlisted bidders on the 28th of August 2025 and closed on 19 September 2025, with all the three (3) shortlisted Firms submitting their Bids.

This document serves as the PMU review report of the Technical Evaluation.

2. Scope of Contract

Terms of Reference

(a) Background:

The Postal and Telecommunications Regulatory Authority of Zimbabwe, hereinafter referred to as "POTRAZ", a statutory body established in terms of section 3 of the Postal and Telecommunications Act. POTRAZ is mandated to promote the interests of consumers, purchasers, and other users in respect of quality and variety of postal and telecommunication services.

It is in this vein that POTRAZ is seeking to engage the services of a consultant to conduct a Consumer Satisfaction Survey for Telecommunication, Postal and Courier services in Zimbabwe in 2025, 2026 and 2027.

Survey Technical Specifications

The consultant will carry out a survey which comprises at least 4000 households, 500 business and other institutions. The survey should also include in-depth interviews and at least two Focus Group Discussions. The national sample should go down to details of Zimbabwe's ten provinces and produce the survey report thereof.

(a) Objectives:

The objectives of the survey include to: -

1. Establish the level of satisfaction amongst consumers of the various telecommunications, postal and courier services provided by licensed service providers.
2. Assess clients' overall perceptions on the quality of service for telecommunication, postal and courier services.
3. Identify the most important aspects of service delivery according to consumers.
4. Establish the causes of dissatisfaction and where it is encountered.
5. Identify areas that can be improved to increase consumer satisfaction levels.
6. Establish the level of understanding that consumers have on the role of POTRAZ.
7. Identify measures or strategies for improving consumer satisfaction levels.
8. Develop a consumer satisfaction index /guide and estimate the current Consumer Satisfaction Indices for the Households and Corporates for the telecommunications, postal and courier sectors in Zimbabwe.
9. Evaluate and compare survey findings over the period since the last survey was conducted in 2024.

(b) Scope of Work

Conduct the 2025 Consumer Satisfaction Survey for Telecommunication, Postal and Courier services. The consultant will carry out a survey which comprises at least 4000 households, 500

business and other institutions. The survey should include in-depth interviews and at least two Focus Group Discussions. The national sample should go down to details of Zimbabwe's ten (10) provinces and the Consultant is required to produce a survey report thereof.

(c) Scope of Work:

Prospective bidders are required to submit clearly stated proposals for conducting the Consumer Satisfaction Survey for telecommunication, postal and courier services survey focusing on the following:

- i. Review of relevant literature to gain an understanding of the project objectives.
- ii. Review of literature on the determination of the sample size for the survey which should comprise at least 4 000 households, 500 businesses and other institutions. These should be drawn from Zimbabwe National Statistics Agency (ZIMSTAT) National Population Census Master Sample.
- iii. The survey should also include at least two Focus Group Discussions; one in Harare and the other in Bulawayo.
- iv. The survey should include in-depth Interviews with relevant sector stakeholders.
- v. Develop research instruments for the administration of the survey. Submit the research instruments to POTRAZ for review prior to finalization.
- vi. Administer the field work surveys working closely with POTRAZ.
- vii. Measure consumer satisfaction levels for Telecommunication services using a sample which MUST cover the whole country and include proportional representations of household consumers of the three mobile operators: Econet Wireless, Telecel Zimbabwe and NetOne as well as the fixed operator TelOne. The survey MUST also include all Internet Access Providers who include Dandemutande, Powertel, Liquid Intelligent Telecom, Africom, TelOne, Dark Fibre DFA, Timeless and Telcontract. The national sample should also go down to details of Zimbabwe's ten (10) provinces as well as embrace rural urban divide. The measurement of consumer satisfaction in telecommunication services should focus on the following areas:
 - (a) Network reception/coverage.
 - (b) Dropped calls.
 - (c) Voice call quality for mobiles/ fixed/ CDMA/ VoIP/VoLTE services.
 - (d) Price or cost of calls, data and internet services.
 - (e) Terms and conditions of service packages.
 - (f) Billing accuracy for SMS, voice calls, data and internet services.
 - (g) The success of delivery of SMS where applicable.
 - (h) Internet / Data packet losses.
 - (i) Download speed – mobile internet (3G/GPRS/ CDMA/LTE etc.);
 - (j) Uploading speeds – mobile internet (3G/GPRS/ CDMA/LTE. etc.);
 - (k) Download speeds – fixed internet (Fibre/ ADSL etc.).
 - (l) Upload speeds – fixed internet (Fibre/ADSL etc.).
 - (k) Attendance to faults.
 - (m) Toll free services.
 - (n) Packages/ products available to subscribers.
 - (o) Availability and denomination of recharge cards/ vouchers.
 - (p) Customer service at operator premises.
 - (q) SIM card availability.
 - (r) SIM card registration process.

OK

- (s) Consumer experiences on usage of online platforms.
- (t) Customer Complaint Resolution.

viii. Measure consumer satisfaction levels for postal and courier services using a sample which covers the whole country and includes consumer representations from major operators including ZIMPOST for postal and courier services and DHL, FEDEX, UPS, Overnight Express, Swift (Unifreight), Skynet, Tuma Logistics, Zimdelivery for courier services. The Consumer Satisfaction Survey for postal and courier services should focus on the following areas: -

- (a) Incidences of lost/ undelivered mail / parcels.
- (b) Mail delivery time.
- (c) Mail sorting (Delivery to right places).
- (d) Price or cost of mail / parcel delivery.
- (e) Damages on delivered mail (storage and distribution).
- (f) Online tracking to determine mail status.
- (g) Service / Product range.
- (h) Global reach.
- (i) Distance to the nearest postal or courier outlet.
- (j) Customer service at retail outlets and virtually.
- (k) Toll free services.
- (l) Aspects of postal sector financial and electronic transactions.
- (m) Customer Complaint Resolution.

Period of Performance: The duration of the assignment will be 6 months

(d) Concrete Deliverables

- i. Inception Report: Consultant will prepare and submit an Inception Report, stating their understanding of the project, including:
 - a. key concepts and requirements of the subject matter and their readiness to undertake the assignment,
 - b. detailed time bound Gant chart for carrying out the survey, within two (2) weeks of signing the agreement
 - c. detailed description of the methodology, tools and sample sizes to be used in conducting the survey including a draft questionnaire and other relevant research instruments to facilitate and support data collection for the survey.
- ii. Final survey questionnaire and other research instruments incorporating comments from POTRAZ.
- iii. Monthly update reports to POTRAZ for progress tracking.
- iv. Draft Final Report (DFR): Consultants will submit Draft Final Report within 6 months from the date of contract
- v. A final report as per the agreed timeframe detailing the results of the survey including the extent of public awareness regarding POTRAZ and the level of satisfaction as it relates to subscribers of telecommunication, postal and courier services.
Two (2) hard copies and an electronic version of the report to be delivered.
- vi. Present the survey methodology and details of the results to POTRAZ stakeholders.

(e) Administration of the Survey Project

POTRAZ shall administer the project as follows:

- (i) All communication regarding this assignment will be referred to the Economics, Tariffs and Competition Division through the Director General of the Authority.
- (ii) POTRAZ will collaborate with the Consultant in identifying the population of the various target groups and provide where necessary, the secondary literature including reports of previous surveys when required for purposes of ensuring timely and effective implementation of the project.
- (iii) Monitoring progress of survey in terms of meeting targets within the specified timeframes.

(f) Place of Performance of the Services:

The survey will be carried out in all the ten (10) provinces of Zimbabwe.

Reports and deliverables required, reporting schedule and assignment time schedule:

The final research deliverable would be the 2025 Consumer Satisfaction Survey Report for Telecommunication, Postal and Courier Services.

(g) Payments

Bidders must state payment terms. Where advance payment is required, please note that the amount must only be for resource mobilisation, and it must be supported by a commercial bank guarantee. Bidders should note that preference may be given to Bidders with the most favourable trade finance terms. The Consultant shall issue invoices to POTRAZ in terms of the Project Document and the Budget in line with the agreed terms and conditions between the two parties.

(h) Obligations of the Parties

It shall be a collective responsibility of the two parties to ensure that all the agreed tasks are implemented in accordance with the agreed terms and conditions.

(i) Obligations of the Consultant

It shall be the responsibility of the consultant to: -

- i. Develop the statistical standards and appropriate methodologies required and necessary to conduct the Consumer Satisfaction Survey.
- ii. Avail technical expertise necessary for conducting the Survey.
- iii. Supervise the coordination and implementation of the Survey with POTRAZ.
- iv. Produce the final Survey report within the agreed timelines.

(j) Implementation

- 1. The Survey implementation plan shall be the basis of progress reviews which shall be held at least monthly.
- 2. Timeous completion of the Survey is a material part of required services; thus the Consultant should undertake to do the following:
 - i. Ensure that the quality and accuracy of the Survey is achieved.
 - ii. Ensure that the Survey is conducted diligently.
 - iii. Produce a comprehensive report on the Survey within the agreed timeframes,

3. Bid Invitation Process:

The RFP document was sent to the shortlisted bidders on August 28, 2025, in terms of Section 38 (2) of the PPDPA Act as follows: -

The bidding document was made available for fifteen (15) days in line with Section 38 (1) of the Procurement Regulations.

Three (3) proposals were received in the EGP System.

The company details of the received proposals are as follows: -

Table 1: Bids submitted and details of directors:

NO.	COMPANY NAME AND PHYSICAL ADDRESS	PARTNERS
1.	Probe Market Research P/L 27 Argyll Drive, Highlands Harare Tel: +263 242 253820 Email: probemkt@gmail.com	Alistair McDougall Carlisle Michael John Hogg Gardiner Mwakonya
2.	Consumer Feedback Consultancy P/L 162 Lavender Lane, Manresa Estates, Harare, Zimbabwe Tel: (0242) 437510, Cel : +263785981436/0772859371/0719437796 Email: tapfuma@consumerfeedback.co.zw/ info@consumerfeedback.co.zw/ ;	Biza Dexter Biza Darlington
3.	Winfield Strategy & Innovation P/L 122 Gilchrist Drive, Malborough, Harare Tel: 0242 709906/709899 Email: precious.murena@gmail.com	Precious Murena Faustina Murena

4. Evaluation Committee

A technical Evaluation Committee for the proposals was constituted in terms of Section 18 of the PPDPA Act, and it was mandated to evaluate the technical submissions and submit the evaluation report to PMU as per the attached appointment memo: -

PROCUREMENT MANAGEMENT UNIT

To : Director General
From : Procurement Management Unit
Date : October 03, 2025

APPOINTMENT OF EVALUATION COMMITTEE FOR PROCUREMENT REFERENCE NUMBER: POTRAZ/EOI/01/03/2025 - (RFP)REQUEST FOR PROPOSALS FOR THE SELECTION OF CONSULTANT TO CONDUCT CONSUMER SATISFACTION SURVEY FOR THE YEARS 2025 TO 2027 FOR THE TELECOMMUNICATION, POSTAL AND COURIER SERVICES IN ZIMBABWE

Reference is made to the above-mentioned Request for Proposal.

The Competitive Bidding Tenders closed on September 19, 2025, with three bids having been received.

In line with section 18 (1) of the Public Procurement and Disposal of Public Assets Act [Cap 22:23], for each procurement above the prescribed threshold, the Accounting Officer of a Procuring Entity is required to appoint an evaluation committee.


The Evaluation Committee should at least consist of:

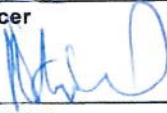
- a) One member for the procuring entity's Procurement Management Unit and;
- b) At least three other members, including –
 - i) The person responsible for preparing the requirement and additionally/alternatively a person with equivalent expertise.
 - ii) A financial officer of the procuring entity and;
 - iii) One or more other members to provide technical, legal, financial or commercial expertise as appropriate;

It is against the above background that we recommend the under listed staff members to make up the evaluation committee of the Request for Proposal for your approval.

No.	Name	Department	Role
1.	Hilda Mutseyekwa	ETC	Chairing
2.	Talent Munyaradzi	ETC	Committee Member
3.	Phibion Chaibva	ETC	Secretariat
4.	Goerge Taruona	ETC	Committee Member
5.	Tariro Masunda	Finance	Committee Member
6.	Chantelle Rusere	PMU	Advisory

The proposed date of evaluation is Wednesday, October 08, 2025

Prepared by: C Rusere  Date 03/10/25
Supply Chain Officer

Reviewed by: N Muhlachwa  Date 03/10/25
Supply Chain Manager

Recommended by: N Apton  Date 3/10/25
Deputy Director PMU

Approved / Not Approved by: Dr. G. K. Machengete  Date 03/10/25
Director General.



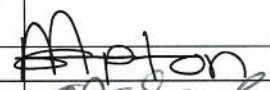
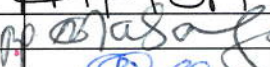

5. Declaration of Interests

Section 70 (2) (b) and (d) of the Public Procurement and Disposal of Public Assets (PPDPA) Act provides for the prevention of conflicts of interests in procurement and declaration of interests in particular procurements.

None of the PMU members declared interests in this RFP as indicated below: -

Type text here

Table 2: Declaration of Interests.

No.	Name	Declaration		Signature
		Yes/ No	Declaration Statement if applicable	
1.	N. Apton	No	None	
2.	N. Muhlachwa	No	None	
3.	C. Rusere	No	None	

6. Summary of Evaluation:

A preliminary examination was carried out to determine whether the bidder met the administrative and qualification criteria contained in the RFP. The examination was done in terms of Section 47 of the PPDPA Act.

Table 3: Evaluation Criteria.

Evaluation Criteria.
Preliminary examination to confirm that all documents required have been provided.
Technical evaluation to determine substantial responsiveness to the specifications in the statement of requirements.

7. Administrative / Mandatory Evaluation

Table 4. Mandatory Evaluation.

NO	MANDATORY REQUIREMENTS	Probe Market Research P/L	Consumer Feedback Consultancy P/L	Winfield Strategy & Innovation P/L
1	Submitted Company Profile	Compliant	Compliant	Compliant
2	Certificate of incorporation	Compliant	Compliant	Compliant
3	CR6 (List of Directors)	Compliant	Compliant	Compliant
4	CR5 (Physical Address)	Compliant	Compliant	Compliant
5	Submitted proof of registration with PRAZ under Category S/M/001 for Management and General Consultancy.	Compliant	Compliant	Compliant
6	Proof of payment of SPOC fees.	Compliant	Compliant	Compliant
7	Submitted a valid tax clearance certificate.	Compliant	Compliant	Compliant
8	Submitted a valid NSSA certificate.	Compliant	Compliant	Compliant

NO	MANDATORY REQUIREMENTS	Probe Market Research P/L	Consumer Feedback Consultancy P/L	Winfield Strategy & Innovation P/L
1	Submitted Company Profile	Compliant	Compliant	Compliant
2	Certificate of incorporation	Compliant	Compliant	Compliant
3	CR6 (List of Directors)	Compliant	Compliant	Compliant
4	CR5 (Physical Address	Compliant	Compliant	Compliant
9	Submitted detailed curriculum vitae of key personnel showing proof of relevant qualifications.	Compliant	Compliant	Compliant
10	A detailed submission of your experience in similar assignments, together with the names and contact details of persons connected with these assignments who will provide references. The Authority reserves the right to contact such clients for a recommendation. Any unfavourable feedback/recommendation leads to automatic disqualification.	Compliant	Compliant	Compliant
11	Submitted methodology for performing the survey.	Compliant	Compliant	Compliant
12	Bid Validity (90 days)	Compliant	Compliant	Compliant
13	Submitted work plan showing the inputs of all key staff.	Compliant	Compliant	Compliant
Overall Remarks		Compliant	Compliant	Compliant

❖ **PMU concurs with the Evaluation Committee's recommendation.**

Table 5: Comments on results of the preliminary evaluation

Bidder Name	Comments
Probe Market Research P/L	<ul style="list-style-type: none"> Complied with all mandatory requirements. Recommended for further evaluation.
Consumer Feedback Consultancy P/L	<ul style="list-style-type: none"> Complied with all mandatory requirements. Recommended for further evaluation.
Winfield Strategy & Innovation P/L	<ul style="list-style-type: none"> Complied with all mandatory requirements. Recommended for further evaluation.

• All the three (3) bids were recommended for technical evaluation.

❖ **PMU concurs with the Evaluation Committee's recommendation.**

Table 6A: Technical Scores:

NO	CRITERIA	LEVEL		Probe Market Research P/L	Consumer Feedback Consultancy P/L	Winfield Strategy & Innovation P/L
1.1	Number of years in operation	Less than 5 years	2			2
		5 years to 10 years	3	3		
		Above 10 years	5		5	
1.2	Demonstrated experience in conducting similar services to national survey projects done by the Consultant. POTRAZ may visit some of the listed projects	At least two (2) projects	2			
		3 to 5 projects	3			3
		More than 5 projects	5	5	5	
1.3	Similar consultancy completed in the past ten years, POTRAZ may visit projects referred to assess complexity of them	2 points for each project up to a maximum of 10 points.		10	10	10
2	Qualifications and experiences of Team Leader, project team members and fieldwork staff/interviewers 20 points	Team Leader- The lead consultant should possess at least a master's degree in Economics, Statistics, Mathematics, Social Sciences or other related fields with over 5 years' experience of conducting similar studies. CVs and certified copies of certificates MUST be attached.	5	5	5	5
		Project team members- Project team members must have a minimum of a Bachelor's degree qualification in Economics, Statistics, Mathematics, Social Sciences or other related fields and over five years' experience in conducting surveys of similar nature. CVs and certified copies of certificates MUST be attached. (2 marks for each member with a	10	10	10	10

NO	CRITERIA	LEVEL	Probe Market Research P/L	Consumer Feedback Consultancy P/L	Winfield Strategy & Innovation P/L	
		maximum of 10 marks)				
		Qualifications and experiences of local field staff. Their proposed numbers and field distributions	5	4	5	3
3	Adequacy of the proposed methodology and work plan in responding to terms of reference in Part B of the Terms of Reference (45 Points)	Proposals shall be evaluated based on their proposed sampling techniques and sample sizes which must be provided. There MUST be at least 6 000 households drawn from Enumeration Areas (EAs) of Zimbabwe National Statistics Agency (ZIMSTAT) National Population Census Master Sample, 500 businesses and a selected number of at least twelve (12) in depth interviews carried out to related institutions as well as at least two Focus Group Discussions per province.	10	7	10	8
		Proposals shall also be evaluated on the basis of their proposed draft questionnaire/research instruments which MUST be attached to their bids.	5	5	2	4
		Proposals shall be evaluated on the basis of their proposed sampling technique to be employed. The sample must take into account the geographical representations of	10	7	8	8

NO	CRITERIA	LEVEL	Probe Market Research P/L	Consumer Feedback Consultancy P/L	Winfield Strategy & Innovation P/L
	consumers. All ten (10) provinces of Zimbabwe must be covered. Also take into consideration proportional representation of the operators' customer bases.				
	Details on proposed training of the field staff shall also be evaluated	5	5	5	4
	Details on proposed data collection administration MUST be provided	8	7	7	7
	Bidders shall be evaluated on their proposed data analysis methods and presentation of results	7	6	4	6
6	Quality Control Measures- Shall be evaluated based on how quality will be attained throughout the execution of the various stages of the project.	3	3	3	3
7	A list of software/equipment. - The software / equipment to be used for the survey must be based on latest versions and technology	2	2	2	2
8	Delivery Period/ Completion time attach Gant Chart	5	5	5	5
	Total Points	100	84	87	81

❖ The pass score is for the Technical Proposal is 80%. Furthermore, firms scoring a minimum of 80% will proceed to the financial evaluation stage.

Table 7: Comments on results of the technical evaluation.

No.	Bidder Name	Score	Comments
1.	Consumer Feedback Consultancy P/L	87.00	<ul style="list-style-type: none"> Methodology and literature review relevant. Recommended for financial evaluation.
2.	Probe Market Research P/L	84.00	<ul style="list-style-type: none"> Methodology and literature review relevant. Recommended for financial evaluation.

SUMMARY OF COSTS

	2025	2026	2027	2025-2027
SUMMARY COSTS	USD	USD	USD	USD
COST COMPONENT	COST	COST	COST	COST
Renumeration-	\$45,750.00	\$45,750.00	\$45,750.00	\$137,250.00
Reimbursables -	<u>\$73,745.00</u>	<u>\$73,745.00</u>	<u>\$73,745.00</u>	<u>\$221,235.00</u>
TOTAL	\$119,495.00	\$119,495.00	\$119,495.00	\$358,485.00
15% VAT	\$17,924.25	\$17,924.25	\$17,924.25	\$53,772.75
GRAND TOTAL	<u>\$137,419.25</u>	<u>\$137,419.25</u>	<u>\$137,419.25</u>	<u>\$412,257.75</u>

Table 8(b) Bid prices after clarifications

Bidder No.	NAME OF BIDDERS	Bid Opening Sum for three years after clarifications (US\$) Inc. VAT
1.	Probe Market Research P/L	412,257.75
2.	Winfield Strategy & Innovation P/L	200,100.00
3.	Consumer Feedback Consultancy P/L	183,316.90

8. REMARKS:

Three (3) shortlisted Bidders were invited for the RFP stage of the procurement process. All the three participated in the RFP and met the technical pass mark of 80%. However, the following observations were made by PMU: -

- i. PMU noted that the system does not allow for the continuation of the tender after the EOI. PMU failed to pick the RFP from the EOI for continuation of the process.
- ii. PMU then added a supplementary budget for the requirement as a Restricted Bidding Tender to allow for the continuation of the process.
- iii. PMU noted that when the RFP was uploaded onto the eGP, there was error in loading the RFP in the EGP System as the Bidder's prices were disclosed before the finalisation of the Technical Bids.
- iv. It is also PMU submission and observation that disclosure of financial bids before finalisation of the technical bids does not affect the financial submissions of the Bidders.
- v. Considering the fact that this Survey is meant to cover the year 2025 to 2027, it is PMU's submission that POTRAZ be allowed to proceed concluding the tender by awarding the lowest bidder to specification so that 2025 target can be met.

9. Summary of Financial Evaluation

The least cost Proposal that meets the minimum technical pass mark 80% will be recommended for award.


Bidder No.	NAME OF BIDDERS	Technical Score (%)	Bid Opening Sum for three years after clarifications (US\$) Inc. VAT	Ranking
1.	Probe Market Research P/L	84	412,257.75	3
2.	Winfield Strategy & Innovation P/L	81	200,100.00	2
3.	Consumer Feedback Consultancy P/L	87	183,316.90	1

10. Recommendation

The PMU upholds the Evaluation Committee's recommendation to award the contract for the POTRAZ/EOI/01/02/2025 for Provision of Consultancy Services to Conduct a consumer satisfaction survey for the year 2025 to 2027 for the Telecommunication, Postal and Courier Services in Zimbabwe to **Consumer Feedback Consultancy P/L** with a pass mark score of **87.00% and being the least cost**, at a contract sum of **US\$183,316.90** VAT inclusive.

The award is in line with Section 62 of the PPDPA Act and is subject to SPOC review.

Agreed as true record of proceedings by: -

Compiled by: C. Rusere.....  Date: 07/11/2025
Supply Chain Officer

Reviewed by: N. Muhlachwa.....  Date: 7/11/25
Supply Chain Manager

Recommended to the Accounting Officer by: N. Apton.....  Date: 07/11/2025
Deputy Director PMU

Approved by: - Dr. G.K. Machengete.....  Date: 11/11/2025
Director General