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POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE

PMU REVIEW REPORT : TENDER NUMBER POTRAZ/EOI/03/04/2025 Stage 2

**PROVISION OF CONSULTANCY SERVICES FOR THE APPOINTMENT OF A CONSULTANCY
TO CONDUCT THE PRIVACY AND DATA PROTECTION SURVEY- 2025**

PROCUREMENT REFERENCE NUMBER: EOI/POTRAZ/03/04/2025 Stage 2

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1. Executive Summary.

The Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) advertised for Expressions of Interest for the selection of a consultant to conduct a Privacy and Data Protection Survey, as per the request of the Research and Development Department. The requirement is budgeted under the 2025 operations budget with a budget of **US\$100 000.00** which informed the method of Procurement.

POTRAZ is the designated Data Protection Authority under the Cyber and Data Protection Act [Chapter 12:07] and is committed to promoting and enforcing fairness in the processing of personal information. In response to the growing reliance on digital technologies and increasing concerns around privacy and data governance, the Authority seeks to conduct a comprehensive national survey to assess current awareness, practices, and compliance levels across sectors.

An EOI was flighted and following the successful completion of the Expression of Interest (EOI) process for the engagement of a consultant to conduct the Privacy and Data Protection Survey, POTRAZ shortlisted **two firms—the University of Zimbabwe and Consumer Feedback Consultancy**—from the three (3) EOI submissions received. The shortlisting was based on demonstrated technical competence, relevant experience, and alignment with the survey's objectives.

Having noted that the shortlisted bids were less than the minimum requirement of three (3), as enshrined under Section 58 (2) of the PPDPA Act, a letter of waiver was requested from SPOC, to grant authority to proceed with the two, having noted that they may be shortage of subject matter experts on privacy and data protection, which is new and emerging in Zimbabwe. An approval to shortlist the two bidders was granted through **SPOC resolution 0908 of August 28, 2025.**

Request for Proposals (RFP) were subsequently issued to the two shortlisted consultants. Both firms submitted their detailed technical and financial proposals by the stipulated closing date. The Evaluation Committee then proceeded to carry out the RFP

This report presents the outcome of the RFP evaluation, comparative analysis of the two proposals, and the Evaluation Committee's recommendation for award.



05 September, 2025

Ref: PRAZ/C/30

Dr. G. K. Machengete
Director General

POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE
(POTRAZ)

RE: REQUEST FOR REVIEW BY THE SPECIAL PROCUREMENT OVERSIGHT COMMITTEE (SPOC): TENDER NO. EOI/POTRAZ/03/04/2024 EXPRESSION OF INTEREST (EOI) FOR APPOINTMENT OF A CONSULTANCY TO CONDUCT THE PRIVACY AND DATA PROTECTION SURVEY 2025

Your minute dated 21 August 2025 refers.

At the Special Procurement Oversight Committee (SPOC) Meeting No.21 of 2025 held virtually on 28 August 2025, Members observed the following: -

- The Accounting Officer's procurement process is an Expression of Interest (EOI) for Appointment of a Consultancy to Conduct the Privacy and Data Protection Survey 2025.
- The Accounting Officer advertised the requirements in line with section 38(2) of the Public Procurement and Disposal of Public Assets (PPDPA) Act [Chapter 22:23] and 3 x bidders responded.
- The Accounting Officer adopted the Quality and Cost-Based selection method in line with section 60 of the PPDPA Act.
- The Accounting Officer was recommending to proceed with the two compliant bidders to the next stage, due to the fact that the procurement process met the objective of public procurement as stated under section 4 of the PPDPA Act and also to uphold the trust and integrity of public procurement and achieving the time cycle for the requirements as stipulated in the Annual Procurement Plan approved by the Authority.

Accordingly, the SPOC through SPOC RESOLUTION 0908 of 28 August 2025, having reviewed the Accounting Officer's submission in terms of section 54 (10) of the Public Procurement and Disposal of Public Assets (PPDPA) Act [Chapter 22:23], **RESOLVED** on Tender No. EOI/POTRAZ/03/04/2024 as follows: -

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Eng C. Nyshove (Vice Chairperson), Mr C. Ruswa (Chief Executive Officer), Ms N. Moyo, Rtd Col J. Mhukoyakora,
Mrs R. Nhamo, Ms O. Muras, Air Commodore W. Chikwira, Rtd Brigadier - General C.M. Goro

File

Insert 1a- PRAZ SPOC Review

SPOC RESOLUTION

SPOC Reference No & Date	Outcome	Accounting Officer's Award	Value (US\$)												
SPOC 0908	Certify	<ul style="list-style-type: none"> To the best of its knowledge and ability, that the Accounting Officer's proposal to proceed to the request for proposal stage withstands scrutiny. 													
28.08.25	Recommend	<ul style="list-style-type: none"> That the Accounting Officer can proceed to the request for proposal stage with the two compliant bidders as follows: - <table border="1"> <thead> <tr> <th>No.</th> <th>Bidder's Name</th> <th>Possible Mark</th> <th>Mark Scored</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Consumer Feedback Consultancy P/L</td> <td>100</td> <td>96.8%</td> </tr> <tr> <td>2.</td> <td>University of Zimbabwe</td> <td>100</td> <td>95.0%</td> </tr> </tbody> </table>	No.	Bidder's Name	Possible Mark	Mark Scored	1.	Consumer Feedback Consultancy P/L	100	96.8%	2.	University of Zimbabwe	100	95.0%	
No.	Bidder's Name	Possible Mark	Mark Scored												
1.	Consumer Feedback Consultancy P/L	100	96.8%												
2.	University of Zimbabwe	100	95.0%												

Insert 1b- PRAZ SPOC Review

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You are therefore advised to proceed as follows: -

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



Dr. C. Ruswa
Chief Executive Officer

PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE
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]

Insert 1c- PRAZ SPOC Review

2. Evaluation of bids

An Evaluation Committee was appointed by the Accounting Officer in line with Section 18(1) of the PPDPA Act. The Committee was adequately constituted, consisting of the requesting department Research and Development department, as well as Finance and PMU.

Below are the Evaluation Committee members.

Table 1: Evaluation Committee Members

No	Name	Title	Role	Attendance
1.	Ms R Panhavanhu	Manager R&D Department	Technical Member	Chairperson
2.	Mr C Mhaka	Officer R&D Department	Member	Present
3.	Mr D. Dube	A/Finance Officer	Financial Advisory	Present
4.	Ms S. Chikuku	Supply Chain Officer	PMU Advisory	Present
5.	Mr L. Chinodya	Research Assistant - R&D Department	Member	Secretariat
6.	Ms M. Mandipezano	Officer - R&D Department	Member	Present

3. Received Bids

- The two shortlisted bids were submitted in time for closing. Below are the details of the consultants that participated:-


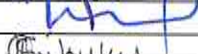
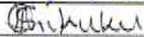
Table 2: Received bids

No	Bidder Information	Directors
1.	Consumer Feedback Consultancy 162 Lavendar Lane Manresa Estates 0242 437510 info@consumerfeedback.co.zw	Biza Darlington
2.	The University of Zimbabwe P.O Box MP 167 Mt Pleasant Harare Zimbabwe Telephone: (024) 2303211/(024) 2303212/(024) 2303284 Email: infor@ceic.uz.ac.zw Website: www.uz.ac.zw	State Institution

4. Declaration of Conflict of Interest

In line with the code of conduct for Procurement Officials, the PMU Members available for review of this tender are required to declare any personal interest that might affect, or be seen by others to affect, their impartiality in decision-making.

Table 3: Declaration of interest

No.	Name	Conflict of interest / No conflict of interest	Signature
1.	N. Apton	No conflict of interest	
2.	N. Muhlachwa	No Conflict of Interest	
3.	S. Chikuku	No conflict of interest	

5. Scope of Work and Terms of Reference (ToR)

The scope of services required is to conduct a Privacy and Data Protection Survey in Zimbabwe 2025. The survey is intended to gather data-driven insights on the state of privacy and data protection in Zimbabwe. Evaluate the effectiveness of existing frameworks and practices and propose actionable recommendations for improving and implementing privacy and data protection policies. The specific objectives of the survey include the following:

- a) To Assess awareness, trust and confidence levels of individuals (data subjects) and organisations (data controllers) regarding privacy and data protection principles, rights, and responsibilities.
- b) To Analyse privacy and data protection practices across key economic sectors such as telecommunications, healthcare, banking, education, and government institutions amongst others.
- c) To evaluate the fulfilment of obligations with respect to the meeting rights of data subjects in Zimbabwe.
- d) Examine the extent to which organisations comply with data protection laws, regulations, and international standards.
- e) Identify key challenges and barriers to implementing effective privacy and data protection measures, including resource limitations, technological gaps, or lack of expertise.
- f) To formulate Key Performance Indicators (KPIs) that will be used to measure progress on data protection matters going forward.
- g) To assess individual and organisational needs regarding cyber and data protection sensitisation and training
- h) Provide evidence-based recommendations for strengthening regulatory frameworks, enhancing enforcement mechanisms, and promoting a culture of data

6. Evaluation of Bids

PMU advised the Evaluation Committee to follow the prescribed evaluation criteria without any deviation to the criteria. Accordingly, the committee evaluated the bids of the proposals in line with Section 18, and Section 62 of the PPDA Act, as per the criteria stipulated in the solicitation documents as follows



- i. Stage 1 - Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of consultants and to confirm that the Consultant has accepted all terms and conditions without material deviation or reservation.
- ii. Stage 2 - Technical evaluation to score proposals against the terms of reference, and to reject those that do not meet minimum standards
- iii. Stage 3 - Financial evaluation, to evaluate the financial proposals of the bids that met the minimum technical evaluation criteria

7. Preliminary Examination

The Committee's performed the preliminary examination of the bids and the results were as follows: -

Table 4: Preliminary Evaluation of Proposals

No.	Requirement	Consumer Feedback Consultancy	University of Zimbabwe
1.	Company profile and legal registration	Submitted	Established by an Act of Parliament
2.	Registration with PRAZ in the relevant category	Registered	Registered
3.	Valid NSSA Certificate	Submitted and verified	Submitted and verified
4.	Valid tax clearance certificate	Valid	Valid
5.	Must submit methodology of performing the survey	Valid	Valid
6.	Must submit work plan showing inputs of key staff	Submitted	Submitted
7.	Minimum bid validity period of 90 days	90 days	90 days
8.	Payment: Not more than 30% advance, secured by APG	30% payable upon submission of inception report and data collection tools, the rest after completion	30% on contract signing NB: APG required
	Decision	Proceed	Proceed

- Both submissions met the mandatory administrative criteria, hence recommended for technical evaluation.

7.1. Verification of Documents

- PMU independently verified Tax and NSSA clearance certificates submitted by the bidders. All the submitted documents were valid.

8. Technical Evaluation

- The Committee evaluated the proposals against the scope of work, terms of reference and expected responses.
- The Committee discussed the submissions on each of the evaluation criteria, but members scored individually. The table below outlines the averaged scores of all the Evaluation Committee members.
- PMU did not participate in the scoring of the proposals but guided the Committee on how to approach the evaluation, in accordance with the qualification criteria, and terms of reference based on a key of 0 to 100%, with 0 being not submitted to 100 being excellent.
- On this stage, qualifications and experience were not scored, as this was the basis of shortlisting at the Expressions of Interest stage
- The following parameters were evaluated: -

Table 5: Evaluation Parameters

No.	Parameter	Points
1.	Literature Review	[20] points
2.	Adequacy of the proposed Methodology	[60] points
3.	Quality Control Measures	[10] points
4.	Delivery/ Completion Time	[10] points
	Total	100 points
	Pass Mark – 80%	

Table 6: Technical Evaluation (Averaged Scores)

No	Criteria	Level		Consumer Feedback Consultancy	University of Zimbabwe
1	Literature review (20 Points)	Quality and depth of literature reviewed and application thereof to the survey. Demonstration of knowledge in the domain.	20	18.5	15.25
2	Adequacy of the proposed methodology (60 Points)	Conceptual Framework	10	6.75	9.25
		Research Design	10	7.5	7.25
		Sampling Strategy	10	8.25	8.25
		Data Collection Methods	10	8	8
		Data Analysis Techniques	10	8.5	8.25
		Ethical Considerations	10	8.5	8.5
3.	Quality Control Measures	How quality will be attained throughout the execution of the various stages of the project.	10	8	7
4.	Delivery Period/Completion Time	Ability to meet proposed project requirements in terms of time	10	10	10
Total Points			100	84	81.75

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8.1. Summary of Technical Evaluation and Remarks

Table 6: Technical Scores

No.	Bidder	Score	Rank
1.	Consumer Feedback Consultancy	84%	1
2.	Consumer Feedback Consultancy	82%	2

8.2. Deliberations

- Both bidders are recommended for financial evaluation

9. Compliance Assessment

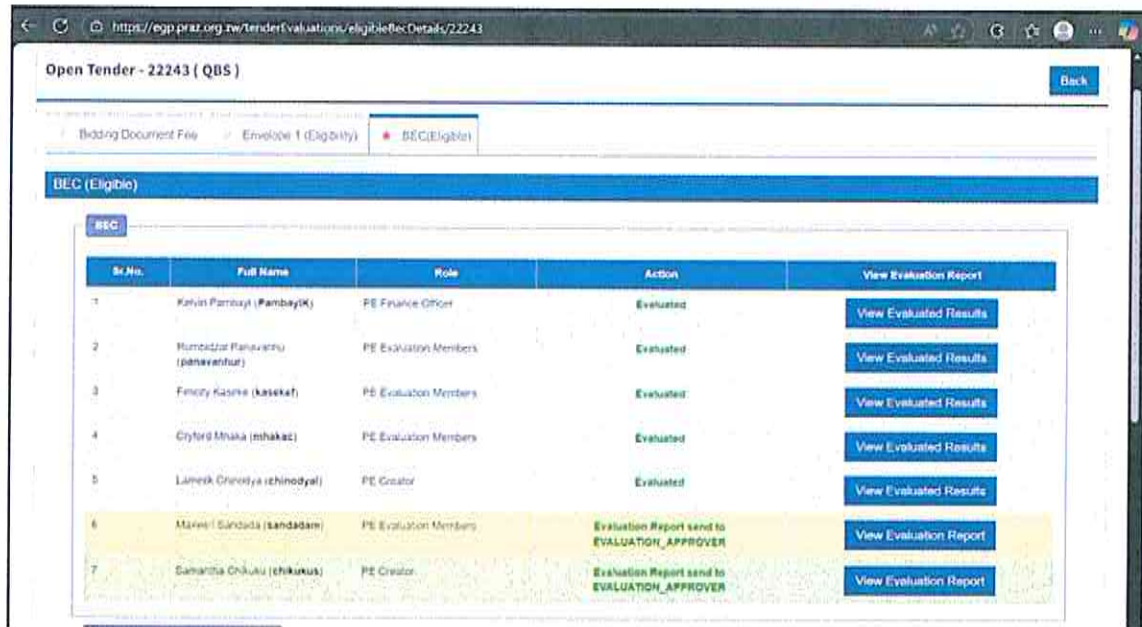
Table 7: Compliance Assessment Matrix

Compliance Requirements	PPDPA Section Reference	Risk Assessment
Individual Procurement Plans	PPDPA- Section 23. Regulations Section 7(2a), (2 b)	An individual Procurement Plan with complete details of the procurement requirement is in place.
Financial Thresholds	PPDPA –Section 14(1a), Regulations section 10(5)	Appropriate financial threshold was applied. The Expression of Interest
Procurement Requirements Splits	PPDPA – Section 25(1,2)	The procurement requirement was not split to fall below threshold.
Requirement Specification Standard.		The bidding document set out the detailed description of the requirement.
Method of Procurement	PPDPA Section 30, Section 58	The correct procurement method was applied.
EOI Procedure	PPDPA -Section 30(1), 58,59 Regulations section 36	A waiver to shortlist two bidders was granted by SPOC.
		The minimum bidding period of 20 days was observed
		Standard Bidding documents were used.
		Both shortlisted bidders were invited to participate
		The notice was also advertised other media of wide circulation.
		The ITT document was offered for free. The tender ran on the e-GP system
		Bidders were allowed adequate bidding period.
A record of the minutes is available and was extracted from the e-GP system.		

Compliance Requirements	PPDPA Section Reference	Risk Assessment
		The specifications were neutral.
Examination of Bids	PPDPA Section 47, 48, Regulations Section 28, 29,	The tender exceeded the 15-day conclusion due to unavailability of members to make a duly constituted quorum, and various companywide activities in between the evaluation period
		The bids were evaluated according to set criteria
		The bids recommended were administratively compliant.
		The Evaluation Committee members declared non conflict of interest
		A detailed comparative schedule showing the outcome of the evaluation is on file.
Non-communication Interference	PPDPA-Section 46(7)	There is no evidence of unsolicited communication from bidders during evaluation process.
Budget Consideration	PPDPA- Section 52(2)	The budget for the research is US\$100 000.00

10. Financial Evaluation

- The PMU notes that following the EOI stage, the procedure required a two-stage opening process for the technical and financial proposals. However, due to an omission error on the tender creation stage, the financial proposals for both bidders were opened simultaneously. In view of this anomaly, POTRAZ seeks authority to proceed with the tender process, as both bidders scored above the minimum technical threshold, and the lowest-priced bidder is being recommended. There is no prejudice against any bidder, as both met the qualifying criteria, and awarding to the lowest-priced compliant bidder upholds the principles of Value for Money and aligns with the objectives of the Public Procurement and Disposal of Public Assets Act.
- The PMU also encountered system challenges in progressing the tender directly from the EOI stage. Although the tender was submitted to SPOC through the e-GP platform, the expected SPOC feedback was not received in the system despite continuous engagement with the PRAZ technical support team. As a result, the RFP stage could not be initiated from the original EOI process flow.
- To ensure continuity of the procurement process, a budget supplement for the RFP stage was created in the e-GP system under a budget line below USD 50,000, solely for the purpose of enabling the system to process and advance the RFP stage. Kindly refer to the screenshot below, obtained from the e-GP system.



Snapshot of EOI from the e-GP

11. Financial Evaluation

No	Bidder	USD Sum (VAT exc)	USD Sum (VAT inc)	Total VAT inc.
1.	Consumer Feedback Consultancy	52 026.00	7 803.90	59 829.90
2.	University of Zimbabwe	69 950.00	N/A	69 950.00

12. Due Diligence Remarks

- The budget for the procurement is **US\$100 000.00**, hence sufficient.
- The obtaining sum is quite comparable to other surveys of almost similar nature, such as the Impact of ICT on Agricultural Productivity Survey, which was awarded to University of Zimbabwe at a total bid sum of **US\$47 831.95**. Of note is that the sums will differ based on the population under study, and sample size. For this survey, the target population are both corporate and individuals and covers all the provinces of Zimbabwe.

13. Recommendations

PMU upholds the Evaluation Committee’s recommendation, to proceed to award the tender for the Provision of Consultancy Services for The Appointment of a Consultancy to Conduct the Privacy and Data Protection Survey- 2025 to **Consumer Feedback Consultancy**, being the bidder offering the highest technical score, and least cost, at a total sum of **US\$59 829.90 VAT inclusive**.

This procurement is subject to review by the Special Procurement Oversight Committee

Prepared by:

Ms S. Chikuku.....*Chikuku*
Supply Chain Officer

Date.....*07/01/2026*.....

Reviewed by:

Mr N. Muhlachwa.....*[Signature]*
Supply Chain Manager

Date.....*07/01/2026*.....

Recommended to the Accounting Officer (Director General) by:

Mr N. Apton*[Signature]*
Deputy Director PMU

Date.....*08/01/26*.....

Comments

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Director General's Comments

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.....

[Signature]
Dr G.K. Machengete
DIRECTOR GENERAL (Accounting Officer)

Date:.....*07/01/26*.....