



"Creating a level playing field"

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**POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE**

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**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) (RETENDER)**

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## 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 now renamed to Digital 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 (NDS2) 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

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Ms N. Moyo (Chairperson), Eng C. Nyachwaya (Vice Chairperson), Mr C. Ruswa (Chief Executive Officer), Rtd Col J. Mhikwayakoni,  
Mrs R. Nhamo, Ms O. Murasli, Air Commodore W. Chikunya, Rtd Brigadier - General C.M. Gore

TS

CR

**SPOC Resolution**

SPOC Reference No & Date	Outcome	Accounting Officer's Award	Value (L\$)												
10.07.25	Certify  Recommend	<ul style="list-style-type: none"> <li>To the best of its knowledge and ability that, the Accounting Officer's proposed shortlist withstands scrutiny.</li> <li>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: -</li> </ul> <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 &amp; 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: -

- Take all necessary steps as directed by the resolution.
- In all communications, please refer to the 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

*[Handwritten initials]*

**SPOC Resolution 0669B** of 24 November 2025, "Did Not Certify" the Request for Proposal (RFP), because the procurement proceedings had defects which did not result in the achievement of public procurement objectives as stated under section 4 of the PPDPA Act. SPOC ordered re-tendering of the RFP as per attached letter: -



27 November, 2025

Ref: PRAZ/D/U/6

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. POTRAZ/EOI/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 COURRIER SERVICES IN ZIMBABWE**

Your latest submission on eGP on the above matter refers.

At the Special Procurement Oversight Committee (SPOC) Round Robin Meeting of 20 November 2025, Members observed the following: -

- SPOC through Resolution 0669 of 10 May 2025 "Certified" to the best of its knowledge and ability that the Accounting Officer's proposed shortlisting withstands scrutiny and "Recommended" that the Accounting Officer can proceed to shortlist and proceed to the Request for Proposals Stage of Tender No. POTRAZ/EOI/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: -

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

- The Accounting Officer reported that: -
  - o The system does not allow for the continuation of the tender after the Expression of Interest (EOI).
  - o PMU failed to pick the RFP from the EOI for continuation of the process.
  - o A supplementary budget was added for the requirement as a restricted bidding tender to allow for the continuation of the process.
  - o 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 finalization of the Technical Bids.

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Eng C. Nyachwaya (Vice Chairperson), Mr C. Muswa (Chief Executive Officer), Ms H. Moyo, Rtd Col J. Mhalayakara,  
Mrs R. Nhamo, Ms G. Murati, Air Commodore W. Chikukwa, Rtd Brigadier - General C.M. Gara

TS

Handwritten initials: AA, CR

- o The disclosure of financial bids before finalisation of the technical bids does not affect the financial submissions of the bidders.
  - o Considering the fact that this Survey is meant to cover the years 2025 to 2027, we are recommending that POTRAZ be allowed to proceed with concluding the tender by awarding the lowest compliant bidder to specifications so that 2025 target can be met.
- To note was that the eGP template used by the Accounting Officer at the RFP stage of the tender had a weakness in that it included an upload option for bidders to submit their financial proposal sheet which included the prices.
- Consumer Feedback Consultancy P/L initially indicated in their financial proposal that the total price for the three-year period was US\$69,333.50.
- The Accounting Officer then requested the bidder to provide a breakdown of their prices for each year and subsequently the bidder submitted a revised total of US\$183,316.90 for the three years resulting in bid improvement.
- The Accounting Officer issued a Standard Bidding Document with weaknesses considering that it provided for the award of the tender based on two (2) different methods for the evaluation and selection of the successful bidder for the provision of consultancy services, as follows: -
  - 1) Least-Cost Selection Method  
*"The least cost proposal that meets the minimum technical passmark of 80% will be recommended for award."* - Clause 2.8, page 8 of 32 of the RFP document.
  - 2) Quality-Based Selection Method.  
*"The evaluation of proposals will use Quality Based Selection evaluation methodology."* - Clause 2.3, page 7 of 32 of the RFP document.
- The use of both the Least-Cost Selection Method and Quality-Based Selection Method leads to contradictions for tender evaluation considering that: -
  - 1) The Quality-Based Selection Method disregards cost as the main factor for tender award by prioritizing the identification and selection of the bidder with the best technical offer regardless of cost, subject however to the procuring entity engaging in negotiations around the issue of cost to achieve value for money.
  - 2) The Least-Cost Selection Method prioritises the lowest priced bids that meet the minimum quality standards and requires the opening and evaluation of the quality of all technical bids submitted first before the financial bids of the remaining technically compliant bidders are opened for selection of the winning bidder.
- The Accounting Officer proceeded to open the financial proposals for 3 x bidders without submitting the technical evaluation report for prior SPOC review, contrary to the provisions of section 62 of the PPDA Act which provide for use of the Least-Cost Selection Method.
- The RFP document used by the Accounting Officer on page 24 states that *"bids will be assessed on a scale from 0 to 5, where 0 is no response, 1 is poor response, 2 is fair response, 3 is average response, 4 is good response, and 5 is an excellent response."*
- In the evaluation report submitted there is no evidence that the Accounting Officer applied the set evaluation methodology by using the provided scale to assess bidders on certain technical criteria stated in the RFP document i.e., (1) Adequacy of the proposed methodology and work plan in responding to terms of



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

**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]**

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 4 000 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, 2026 and 2027 Consumer Satisfaction Survey for Telecommunication, Postal and Courier services. The consultant will carry out a survey which comprises at least 4 000 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 Telecontract. 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.
  - (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 for each year.

**(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, 2026 and 2027 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.

CP  
AA

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 was retendered among the three shortlisted bidders in the EGP System (Tender ID 47126) bidders 18 December 2025 and closed on 23 January 2026, with two (2) of the (3) shortlisted Firms submitting their Bids, in terms of Section 38 (2) of the PPDPA Act.

The tender was initially scheduled to close on January 08, 2026, and was extended to January 23, 2026, due to eGP system upgrade which affected the Supplier Registration Module.

# Postal & Telecommunications Regulatory Authority of Zimbabwe



'creating a level playing field'

Ref: POTRAZ/EOI/01/03/2025 (RFP) (Retender)

December 30, 2025

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Mt Pleasant  
Harare  
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Tel number: +263 242 333032  
Fax number: +263 242 333041  
Email: [the.regulator@potraz.gov.zw](mailto:the.regulator@potraz.gov.zw)  
Website: [www.potraz.gov.zw](http://www.potraz.gov.zw)

## ALL PARTICIPATING BIDDERS

Dear Sir/Madam

**ADDENDUM NUMBER 1 FOR TENDER: POTRAZ/EOI/01/03/2025 (RFP) (Retender) – 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 matter.

In terms of Section 41 of the Public Procurement and Disposal of Public Assets (PPDPA) Act, (1), a procuring entity shall respond promptly and in writing to a written request from a bidder for clarification of any bidding document, and the response shall be communicated simultaneously to all the bidders without identifying the bidder that requested the clarification and in a matter that does not disclose the identities of the other bidders. POTRAZ therefore wishes to advise potential bidders of the following: -

### Question 1

We have noticed that the tender has been re issued and we are required again to pay the fees we have already paid for in the cancelled tender. Kindly advise if this is in order?

### Answer

Please note that cancellation of the tender went through the Special Procurement Oversight Committee (SPOC). The re-tender again is subject to SPOC review hence the requirement to pay SPOC fees again.

### Question 2

SPOC Fee- please confirm if we are to make another payment or we are attaching proof of payment for the initial payment we did for this tender?

CP

**Answer**

The bidders are required to make another payment of SPOC fees. The previous cancelled tender was cancelled through SPOC. The retender is also subject to SPOC hence the requirement to pay SPOC fees again.

**Question 3**

Confirm the scope of work: how many surveys are to be done seeing that 2025 is over and the ToR speaks to a survey in 2025, 2026 and 2027 as shown in the image below snipped from the ToR

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.

**Answer**

The survey is required for three years, that is 2025, 2026 and 2027, if there are changes to the years it will be communicated at contract stage, but the survey is required for a period of three years.

**Question 4**

Minimum sample size: In one section of the ToR it says at least 4 000 and in another section at least 6 000

The consultant will carry out a survey which comprises at least 4000 households,

**There MUST be at least 6 000 households drawn from Enumeration Areas (EAs) of Zimbabwe National**

**Answer**

The minimum sample size is 6000 households

**Question 5**

Minimum number of Focus Group Discussions: in one section it says at least two, 1 in Harare and 1 in Bulawayo and in another section, it says at least 2 per province.

- iii. The survey should also include at least two Focus Group Discussions; one in Harare and the other in Bulawayo.

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carried out to related institutions as well as at least two Focus Group Discussions per province.

**Answer**

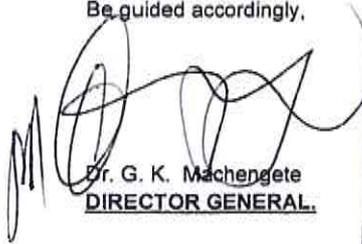
There will be Four (4) Two Focus Groups per province.

**Closing Date.**

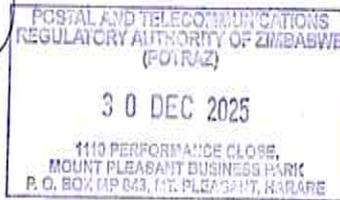
The Closing date remains, **January 09, 2026, at 1500 hours**

All other requirements of the initial bidding document remain unchanged except just the contents stated herein.

Be guided accordingly,



**Dr. G. K. Machegete**  
**DIRECTOR GENERAL.**



# Postal & Telecommunications Regulatory Authority of Zimbabwe



'creating a level playing field'

Ref: POTRAZ/EOI/01/03/2025 (RFP) (Retender)

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Harare  
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Tel number: +263 242 333032  
Fax number: +263 242 333041  
Email: [the.regulator@potraz.gov.zw](mailto:the.regulator@potraz.gov.zw)  
Website: [www.potraz.gov.zw](http://www.potraz.gov.zw)

January 07, 2026

## ALL PARTICIPATING BIDDERS

Dear Sir/Madam

**ADDENDUM NUMBER 2 FOR TENDER: POTRAZ/EOI/01/03/2025 (RFP) (Retender) – 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**

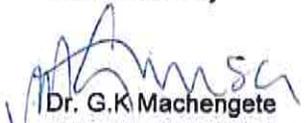
Reference is made to the above matter.

In terms of Section 41 of the Public Procurement and Disposal of Public Assets (PPDPA) Act, (4) A procuring entity may modify its bidding documents at any time before the end of the bidding period, but the modification shall be communicated simultaneously to all the bidders and, where necessary, the procuring entity shall extend the bidding period to allow bidders to alter their bids to take the modification into account.

As guided by these provisions, please take note that the closing date of the tender has been moved from **January 09, 2026**, to **January 23, 2026**, at 15:00 hrs due to the e-GP system upgrade being undertaken by the Procurement Regulatory Authority of Zimbabwe.

All other details remain unchanged.

Yours Faithfully

  
**Dr. G.K. Machengete**  
**DIRECTOR GENERAL**



*CP*  
*MA*

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

The Committee evaluated the tender on January 06, 2026, within 10 days from date of tender closing. The 10-day rule was complied with by the Evaluation Committee.

Two (2) 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.	<b>Consumer Feedback Consultancy P/L</b> 162 Lavender Lane, Manresa Estates, Harare, Zimbabwe Tel: (0242) 437510, Cel : +263785981436/0772859371/0719437796 Email: <a href="mailto:tapfuma@consumerfeedback.co.zw">tapfuma@consumerfeedback.co.zw</a> / <a href="mailto:info@consumerfeedback.co.zw">info@consumerfeedback.co.zw</a> ;	Biza Dexter Biza Darlington
2.	<b>Winfield Strategy &amp; Innovation P/L</b> 122 Gilchrist Drive, Malborough, Harare Tel: 0242 709906/709899 Email: <a href="mailto:precious.murena@gmail.com">precious.murena@gmail.com</a>	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: -

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To : Director General  
From : Procurement Management Unit  
Date : January 30, 2026

APPOINTMENT OF EVALUATION COMMITTEE FOR PROCUREMENT REFERENCE NUMBER: POTRAZ/EOI/01/03/2025 (RETENDER) - (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 January 23, 2026, with two 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:

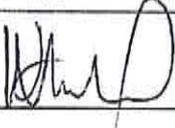
- a) One member for the procuring entity's Procurement Management Unit and;
- b) At least three other members, including –
  - i) The person responsible for preparing the requirement and additionally/alternatively a person with equivalent expertise.
  - ii) A financial officer of the procuring entity 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.	Dr. Vengesai Magadzire	ETC	Chairing
2.	Phibion Chaibva	ETC	Committee Member
3.	Paddington Maloya	ETC	Secretariat
4.	Tariro Masunda	Finance	Committee Member
5.	Chantelle Rusere	PMU	Advisory

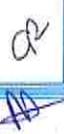
The proposed date of evaluation is Wednesday, February 04, 2026

Prepared by: C Rusere  Date 30/01/2026  
Supply Chain Officer

Reviewed by: N Muhlachwa  Date 30/01/2026  
Supply Chain Manager

Recommended by: N Apton  Date 30/01/26  
Deputy Director PMU

Approved / Not Approved by: Dr. G. K. Machengete  Date 30/01/26  
Director General.

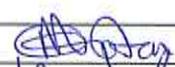
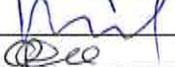


## 5. Declaration of Interests

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: -

**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. Table 4: Administrative / Mandatory Evaluation

NO	MANDATORY REQUIREMENTS	Consumer Feedback Consultancy P/L	Winfield Strategy & Innovation P/L
1	Submitted Company Profile	Compliant	Compliant
2	Certificate of incorporation	Compliant	Compliant
3	CR6 (List of Directors)	Compliant	Compliant
4	CR5 (Physical Address)	Compliant	Compliant
5	Proof of payment of SPOC fees US\$350.00	Compliant	Compliant
6	Submitted a valid tax clearance certificate.	Compliant	<b>Not Compliant</b>
7	Submitted a valid NSSA certificate.	Compliant	Compliant
8	Submitted detailed curriculum vitae of key personnel showing proof of relevant qualifications.	Compliant	Compliant
9	A detailed submission of your experience in similar assignments, together with the names and contact details of persons connected with these	Compliant	Compliant

NO	MANDATORY REQUIREMENTS	Consumer Feedback Consultancy P/L	Winfield Strategy & Innovation P/L
	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.		
10	Submitted methodology for performing the survey.	Compliant	Compliant
11	Bid Validity (90 days)	Compliant	Compliant
12	Submitted work plan showing the inputs of all key staff.	Compliant	Compliant
<b>Overall Remarks</b>		<b>Compliant</b>	<b>Not Compliant</b>

❖ PMU concurs with the Evaluation Committee's recommendation.

Table 5: Comments on results of the preliminary evaluation

Bidder Name	Comments
Consumer Feedback Consultancy P/L	<ul style="list-style-type: none"> <li>Complied with all mandatory requirements. Recommended for further evaluation.</li> </ul>
Winfield Strategy & Innovation P/L	<ul style="list-style-type: none"> <li>Did not comply to mandatory requirements.</li> <li>The bidder attached a <b>forged certificate</b>. The tax clearance certificate attached valid from <b>06 January 2026 to 06 July 2026</b>, on authenticating the tax clearance, on the ZIMRA portal, it showed that the tax clearance is valid from <b>06 January 2026 to 24 January 2026</b>. Not Recommended for further evaluation.</li> <li>PMU concurs with the Evaluation Committee's observation.</li> </ul>

**Tax Clearance attached by the bidder**



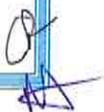
**Zimbabwe Revenue Authority**

**TAX CLEARANCE CERTIFICATE (ITE263)**

Your Tax position is Satisfactory. No tax should be withheld  
Validity Period (from-to): 6 January 2026 - 6 July 2026

TIN: 2001538494	Authentication Code: 49063979
Taxpayer Name: WINFIELD STRATEGY & INNOVATION	The authentication and validity of this certificate must be validated on ZIMRA page <a href="http://taxes.zimra.co.zw">http://taxes.zimra.co.zw</a> using the Authentication Code or QR Code
Trade Name: WINFIELD STRATEGY & INNOVATION PVT LTD	
Issued on: 06/01/2026	

ZIMRA reserves the right to withdraw this certificate at any time, should it become necessary during the period for which this certificate is valid

## Tax Clearance Self-Service Portal

TaRMS Self-Service Portal

Eng



### Zimbabwe Revenue Authority



## TAX CLEARANCE CERTIFICATE (ITF263)



Your Tax position is Satisfactory. No tax should be withheld  
Validity Period (from-to): 06 January 2026 - 24 January 2026

TIN: 2001538494

Taxpayer Name: WINFIELD STRATEGY & INNOVATION

Trade name: WINFIELD STRATEGY & INNOVATION PVT LTD

Issued on: 06/01/2026

Authentication Code: 49063979

The authentication and validity of this certificate must be validated on ZIMRA page: mytaxselfservice.zimra.gov.zw using the Authentication Code or QR Code

ZIMRA reserves the right to withdraw this certificate at any time, should it become

- Consumer Feedback Consultancy was recommended for technical evaluation.
- ❖ PMU concurs with the Evaluation Committee's recommendation.

**Table 6A: Technical Scores:**

No.	Criteria	Level		CONSUMER FEEDBACK CONSULTANCY
1.1	Number of years in operation	Less than 5 years	2	3
		5 years to 10 years	3	
		Above 10 years	5	
1.2	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 <b>10 points.</b>		10
2	Qualifications and experiences of Team Leader, project team members and fieldwork staff/interviewers. <b>20 points</b>	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
		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	10	10

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No.	Criteria	Level	CONSUMER FEEDBACK CONSULTANCY
		MUST be attached. <b>(2 marks for each member with a maximum of 10 marks)</b>	
		Project field staff must possess at least five (5) O- levels with over five (5) years' experience in conducting surveys of a similar nature. More details should be availed on proposed numbers and locations. The Consultant must make commitment to recruit local staff in order to empower local communities	5
3	Literature review	The proposal MUST include Literature review on consumer satisfaction survey in telecommunication, postal and courier services. This shall be evaluated based on the quality and depth of literature reviewed and application thereof to the survey.	10
4	Adequacy of the proposed methodology and work plan in responding to terms of reference in Part B of the Terms of Reference <b>(45 Points)</b>	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
		Proposals shall also be evaluated on the basis of their proposed draft questionnaire/research instruments which MUST be attached to their bids.	5
		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 consumers. All ten (10) provinces of Zimbabwe must be covered. Also take into consideration proportional representation of the operators' customer bases.	10
		Details on proposed training of the field staff shall also be evaluated	5
		Details on proposed data collection administration MUST be provided	8
		Bidders shall be evaluated on their proposed data analysis methods and presentation of results	7

OR  
AA

No.	Criteria	Level	CONSUMER FEEDBACK CONSULTANCY
5	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
6	A list of software/equipment. - The software / equipment to be used for the survey must be based on latest versions and technology	2	2
71	The project should be completed within Six (6) months from the date of signing of the contract and a detailed and realistic Gant chart/ work plan should be attached	5	5
<b>Total Points</b>		<b>100</b>	<b>88.25</b>

- ❖ 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	88.25	<ul style="list-style-type: none"> <li>Methodology and literature review relevant.</li> <li><b>Recommended for financial evaluation.</b></li> </ul>

- ❖ PMU concurs with the Evaluation Committee's observations and recommendations.

#### 8. Compliance Assessment of the Whole Procurement Process:

The PMU undertook an assessment of the procurement process as detailed in the compliance checklist below.

**Table 8: Process Compliance Assessment:**

Compliance Requirements	PPDPA Act Section Reference	Comment
Individual Procurement Plans	PPDPA Act- Section 23, Regulations Section 7(2a), (2 b)	An individual Plan for the procurement requirement was in place.
Financial Thresholds	PPDPA Act –Section 14(1a), Regulations section 10(5)	Not applicable at this stage of evaluation since it was evaluation of the technical proposals.
Procurement Requirements Splits	PPDPA Act – Section 25 (1,2)	Procurement requirement was not split to fall below threshold.
Market consultations considerations	PPDA Act -Section 26, 27 Regulations Section 9	Market consultations were done appropriately.
Requirement Specification Standard.	PPDA Act -Section 27.	The RFP document set out the detailed description of the requirement.
Method of Procurement	PPDPA Act Section 30	The correct procurement method applied.
Competitive bidding method procedure	PPDA Act -Section 30(1), 31, 38, 40 Regulations section 10, 13, 14, 19, 23,	The 15 days minimum bidding period was allowed.
		Standard RFP document for consultancy was used.
		The specifications were neutral.
		The RFP document was accessed free of charge electronically.

Compliance Requirements	PPDPA Act Section Reference	Comment
		Bidders allowed adequate bidding period. A record of attendance register of the Bid Opening process was maintained.
Examination of Proposals	PPDPA Act Section 47, 48, Regulations Section 28, 29,	Two proposals met set qualification criteria. Two proposals were technically compliant.
Proposals Evaluation Process	PPDPA Act -Section 18,50, 70, Regulation 30, 1 <sup>st</sup> Schedule,	Two proposals were responsive to the RFP document. Complied. The Evaluation Committee members declared conflict of interest A detailed comparative schedule showing the outcome of the evaluation was done.
Non-communication Interference	PPDPA Act -Section 46(7)	There is no evidence of unsolicited communication from bidders during evaluation process.
Budget Consideration	PPDPA Act - Section 52(2)	Not applicable at this stage.
Historic Documents	PPDPA Act - Section 47, Regulations Section 28 (4)	No historic documents were requested.

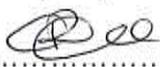
## 9. Recommendation

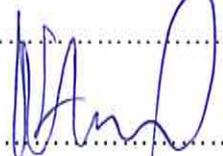
The PMU upholds the Evaluation Committee's recommendation to shortlist and proceed to the financial evaluation stage on tender POTRAZ/EOI/01/02/2025 (RFP) (Retender) for Provision of Consultancy Services to Conduct a consumer satisfaction survey for the year 2025 to 2027 for the Telecommunication, Postal and Courier Services in Zimbabwe as follows: -

No.	Bidder Name	Score	Comments
1.	Consumer Feedback Consultancy P/L	88.25	• Recommended to proceed to the Financial Evaluation Stage

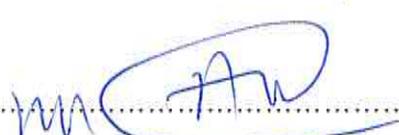
This tender is subject to review by SPOC.

Agreed as true record of proceedings by: -

Compiled by: C. Rusere.....  Date 09/02/2026  
Supply Chain Officer

Reviewed by: N. Muhlachwa.....  Date 09/02/2026  
Supply Chain Manager

Recommended to the Accounting Officer by: N. Apton.....  Date 09/2/26  
Deputy Director PMU

Approved by: - Dr. G.K. Machengete.....  Date 09/2/26  
Director General