



DATE OF ISSUE: 05 March 2026

CLOSING DATE: 09 March 2026 @ 1000 HOURS

Please provide your Price Quotation for the Provision of Client Satisfaction Survey for Q1-2026 (01 January to March 2026) as shown on the Specification of goods sheet.

1. Required is the Price Quotation on your official signed and dated letterhead.
2. The Procurement Management Unit (PMU) must receive your Price Quotation by 09 March 2026 @1000hrs.
3. Any bids received after the deadline for submission of bids shall be declared late and is rejected
4. Unless otherwise stated, bidders must offer for all items & quantities shown on the specification sheet and provide a Grand Total price.
5. Prices should be quoted in both USD and local currency as per SI 185 of 2020. Bidders should indicate whether they charge/ do not charge VAT on their prices.
6. Bidders shall submit their bids through electronic government procurement platform (E-GP)
7. Physical or Hard copies submission will not be acceptable except for Samples where necessary.
8. An order/contract will be placed with the bidder who offers the lowest price quotation, which complies with the attached specifications and the conditions of this Request for Quotations.
9. Payment: 100% within 30 days of invoice date and receipt & acceptance of goods.
10. For further information, contact the undersigned on telephone no. +263242 773 040 or procurement@zimra.co.zw
11. Additional information Required from Bidders:
 - Proof of registration with PRAZ indicating category which the company is registered for.
 - A current and valid tax clearance certificate
12. **Bidders to quote their PRAZ Registration Number on their proposals and submit proof of Valid Certificate for the category they are participating, failure to which will result in automatic disqualification.**
13. Bidders must attach the following documentation on the quotation on submission:
 - Certificate of Incorporation
 - CR14 (now CR6 under the new act) and CR6 (now CR5 under the new act)
 - Company Profile
 - Proof of registration with PRAZ and a Valid N SSA Certificate
14. Expected delivery period is 30 days from Purchase Order issue date. Bidders must state their delivery period and failure to deliver within the stated delivery timeline will result in cancellation of the Purchase Order and records will be kept and sent to the regulator (PRAZ).
15. Award may be done on an item-by-item basis or total items whichever is economic to ZIMRA.

pp G Savieri

Signed:
J. TARUME (PROCUREMENT MANAGEMENT UNIT)

GOODS/SERVICE SHEET

Item	Description of Goods	Unit of Measure	Quantity required	Unit Price	Total Price
1	Provision of Client Satisfaction Survey for Q1-2026 (01 January 2026 to March 2026)	Ea.	1		
ZIMRA CLIENT SATISFACTION SURVEY TERMS OF REFERENCE Q1/2026. See below ToR.					

The consultant is expected to come up with the following:

- **Methodology for the survey**
- Carry out the survey using a small sample that is representative of all ZIMRA stations (map and list of stations will be availed to potential service providers through procurement). Carry out the survey using a small sample that is representative of all ZIMRA stations (map and list of stations will be availed to potential service providers through procurement)
- **Come up with a sampling frame that includes all categories of ZIMRA clients which includes:**
 1. Tax accountants (spread across the ZIMRA regions)
 2. Clearing agents (spread across the ZIMRA regions)
 3. Transporters
 4. Individual taxpayers (spread across the ZIMRA regions)
 5. Corporate taxpayers (covering all sectors of the economy)
 6. Importers (spread across the ZIMRA regions)
 7. Exporters (spread across the ZIMRA regions)
 8. Parastatals and government departments (spread across the ZIMRA regions)
 9. SMEs (spread across the ZIMRA regions)
 10. Cross-border traders (spread across the ZIMRA regions)
 11. Cross-border traders (spread across the ZIMRA regions)
 12. Members of the public (residents in urban, rural, growth points and service centers, farming communities; low, medium and high-density areas)
 13. Media (print, online, radio and TV).
 14. Clearing agents
 15. Individual taxpayers
 16. Corporate taxpayers (covering all sectors of the economy).

The consultant is expected to generate questionnaires (in Shona, Ndebele and English) that will be approved by ZIMRA covering the following areas:

1. Staff attitude and empathy
2. Service Quality and delivery
3. Speed of service
4. Perception towards integrity and corruption
5. Corporate governance
6. Accessibility of ZIMRA information
7. Efficiency of ZIMRA online systems
8. Ambiance
9. Awareness of #TaRMS
10. Awareness of Single Window
11. Awareness of fiscalization
12. Brand positioning

13. Awareness of the Contact Centre

14. Improvements that can be made

Tasks and Responsibilities

In consideration of the above-mentioned project objectives the Service Provider shall:

1. Carry out online and physical sample surveys at various ZIMRA stations countrywide (provided by Corporate Communications).
2. Come up with a CSS) report in word or Power-point.
3. Present the results to executives.

Organizational Setting

The Service Provider shall work under direct supervision of the ZIMRA`s Marketing and Corporate Affairs

Input

The Project Team will provide the consultancy with the necessary information (Questionnaire) for fulfilment of tasks and will facilitate the necessary meetings

Qualifications and Skills

A key success factor for this project is a strong core project team that consists of both ZIMRA and the Consultant. The consultant is expected to have the required experience to carry out the task and should submit three references from big organizations they worked for to demonstrate previous experience of carrying out client satisfaction surveys.

Scope of Work

The project will cover the following: Gathering of clients' responses, analyses of responses, report and recommendations.

The consultant is also expected to deploy the survey on an online survey tool. The survey tool should be able to Allow ZIMRA corporate communications team to:

- a. View the backend of the survey
- b. View responses in real time
- c. Download the survey report in PDF.

The downloadable report should be final and customized to have the following, among other headings:

- a. Executive summary
- b. Research methodology
- c. Findings
- d. Recommendations
- e. Analysis tables and graphs

The consultant is expected to carry out the survey and provide a report on pdf for Q1-2026. The consultant should submit a Tax Clearance Certificate, CR14, and specify the bid validity. The consultant should submit three references from big organizations they worked for to demonstrate previous experience of carrying out client satisfaction surveys.

<i>Grand Total, DAP, ZIMRA Warehouse</i>		
<i>Currency</i>		
<i>Delivery Period _____ weeks from receipt of order</i>		

Delivery: Above items and Invoices to be delivered to the following final destination(s):

Delivery: Above soft copy and Invoices to be delivered to the following final destination(s):

Deliver to Zimbabwe Revenue Authority, Corporate Affairs; 9th ZB Centre; Harare.

To be signed by the firm

Annex III

FORM OF CONTRACT AGREEMENT

THIS AGREEMENT number _____ made on _____, __, between
(Hereinafter called “the Purchaser”) on the one part and
(Hereinafter called “the Supplier”) on the other part.

WHEREAS the Purchaser has requested for quotation for **the supply and delivery of ---**
----- to be supplied by Supplier, viz. Contract _____, (hereinafter called “Contract”) and
has accepted the Quotation by the Supplier for the supply of goods under Contract at the sum
of _____ [in words]
(_____) [in figures] hereinafter called “the Contract Price”.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. The following documents shall be deemed to form and be read and construed as part of
this agreement, viz:
 - a) Copy of Quotation including Technical and Price Schedule
 - b) Schedule of Requirement
2. Taking into account payments to be made by the Purchaser to the Supplier as hereinafter
mentioned, the Supplier hereby concludes an Agreement with the Purchaser to execute
and complete the supply of goods under the Contract and remedy any defects therein in
conformity with the provisions of the Contract.
3. The Purchaser hereby covenants to pay, in consideration of the acceptance of Contract,
supply and delivery of the goods and remedying of defects therein, the Contract Price in
accordance with Payment Conditions prescribed by the Contract.

IN WITNESS whereof the parties hereto have executed the Contract under the Laws of
Zimbabwe on the date indicated above.

Signature and seal of the Purchaser:

For and on behalf

Name of Authorized Representative

Signature and seal of the Supplier:

For and on behalf of