

RURAL ELECTRIFICATION FUND



BIDDING DOCUMENT FOR THE PROVISION OF EMPLOYEE SATISFACTION SURVEY FOR THE RURAL ELECTRIFICATION FUND(REF)

COMPETITIVE TENDER (Domestic)

TENDER NUMBER: REF/DOM/10/08/2021

CLOSING DATE: 16 SEPTEMBER 2021

CLOSING TIME: 1000HOURS

NON-REFUNDABLE TENDER FEE: FREE

DATE OF ADVERT: 20 AUGUST 2021

SUBMISSION OF BIDS/TENDERS

All bids/tenders must be deposited in the Tender Box located at:

Rural Electrification Fund(REF)
Room 713 7thFloor, Megawatt House
44 Samora Machel Avenue
HARARE
ZIMBABWE

RURAL ELECTRIFICATION FUND



DECLARATION BY THE ACCOUNTING OFFICER IN TERMS OF SECTION 19(2)(C) OF THE PUBLIC PROCUREMENT AND DISPOSAL OF PUBLIC ASSETS REGULATIONS, 2018.

TENDER NUMBER: REF/DOM/10/08/2021

TENDER DESCRIPTION-PROVISION OF EMPLOYEE SATISFACTION SURVEY FOR THE RURAL ELECTRIFICATION FUND

DECLARATION

The procurement for the tendered services is based on neutral and fair technical requirements and bidder qualifications.

Signed

J.V MASHAMBA
CHIEF EXECUTIVE

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1.0 SCOPE OF SUPPLIES

This document is a Bidding Document for the provision of Employee satisfaction survey among REF employees.

The Technical Specifications/Scope section of this document outlines the scope of the tender in detail.

2.0 TERMS AND CONDITIONS TO BE OBSERVED IN TENDERING

2.1 Terms and conditions

The tender and any contract shall be governed by the Public Procurement and Disposal of Public Assets Act (Cap 22:23) and Public Procurement and Disposal of Public Assets regulations, 2018 as amended. Orders will be placed by and/or contracts entered into by and between the Rural Electrification Fund (REF) and the successful bidder after approval of the tender in whole or in part by Rural Electrification Fund (REF). REF shall not accept any liability for any order/contract(s) which does not bear the authentic signature of anyone of the authorized signatories at the time of placement of the order/contract. The authorized signatories are the Executive Director Finance, and the Chief Executive.

The Tenderer must acquaint himself/herself with the “**Terms and conditions to be observed in tendering**”. The Purchaser shall not be responsible for any misunderstanding of incorrect information however obtained except information given in writing by the Purchaser.

2.2 Cost of Tender

Bidders shall bear all costs associated with the preparation and submission of their bids.

REF will be not responsible or liable for any such costs incurred by the bidders, regardless of the outcome of the Tender Process.

2.3 Tender Documents

Suppliers are expected to examine carefully the whole tender document. Failure to furnish all the information required in the bid document or submission of Tender not substantially responsive to the said document in every respect will be at the Supplier's risk and will result in the rejection of the bid.

2.4 Tender Queries and Clarifications

All queries regarding the tender shall be forwarded by the bidder in writing on duly signed company letterhead and emailed on the following email address: kchinembiri@rea.co.zw and buyer@rea.co.zw , not less than five(5) working days from the closing date of the tender. Clarifications/Responses pertaining to the queries received shall be uploaded on REF website address www.rea.co.zw on the notice board page. It shall be the responsibility of bidders to continuously check the website for such clarifications/queries responses. If a prospective tenderer sends a query less than the stated days above, the query may not be responded. Any neglect, delay or failure on the part of the Tenderer to obtain additional information on the above or any other matters, which the tenderer considers necessary, shall not relieve him/her from responsibility as a Tenderer. Only bidders facing challenges in receiving responses to their queries may call the Procurement Administrator on 0719 409 691.

2.5 Tender Responses

Suppliers wishing to respond to the tender must submit three (3) copies of their responses, deposit a sealed envelope in the Tender Box situated at:

Rural Electrification Fund
Room 713 7th Floor, Megawatt House
44 Samora Machel Avenue
Harare
Zimbabwe

By not later than 10.00am on the advertised closing date. Prospective suppliers may attend the opening of tender at Megawatt House, 7th Floor on the above closing date and time.

2.6 Amendment of Tender Documents

At any time prior to the deadline for the submission of the tenders, Rural Electrification Fund may for any reason whether at its own initiative or response to a clarification requested by a prospective supplier modify the tender document by amendment(s). Such amendment(s) will be notified in writing or by e-mail to all prospective suppliers, who have purchased the tender documents and these amendments will be binding on them.

2.7 Language

The tenders and all relevant correspondence and documents exchanged between the Seller and Purchaser shall be written in English language.

2.8 Tender Validity Period

Tender validity period is the **period** in course of which the supplier is bound by the **tender**, in relation to its content and conditions offered (price, execution time, guarantee, etc). Tender prices shall remain valid and fixed for a minimum of sixty (60) days period after the deadline from the date of submission of the tender. Bidders must state clearly in writing the price validity of their bid document.

2.9 Payment Terms and Conditions

Rural Electrification Fund shall pay the winning bidder in local currency only.

2.10 Errors of Extension or addition

The Rural Electrification Fund reserves the right to adjust arithmetical in the bid total price. Any adjustments made by the Rural Electrification Fund to a bid total price will be stated to the bidder prior to the acceptance of the bid, and will be made on the basis that the unit price is taken as correct and all extensions and additions will be adjusted accordingly.

In such cases the effect will be that the total amount of the bid will be altered so that this amount agrees with the amount arrived at after the errors of extension or additions have been corrected

2.11 Delivery Period

The successful bidder is expected to start the survey soon after tender award.

2.12 Company Profile

The company profile to include financial details such as Banking Institution Name; Branch; Town/City; Bank Account Number; Type of Account; Account Holder Name; and Sort/Swift Code. VAT registered companies to provide vat number. Provide full name of a person who is authorized to sign for and behalf of the company, cell phone number, email and physical address. Submit at least three(3) Trade Reference letters from customers where similar services where provided or goods supplied.

2.13 Bid Preparation

The bid shall be typewritten. Handwritten bids will not be accepted and will be rejected. Bids must be properly spirally bound. A clearly labeled table of contents with correct page numbers or index must be provided on the second page of the bid document. Company name, tender number, tender description, closing date must be displayed on the cover page of the bid document.

2.14 Bidders must submit a refundable Bid Security of ZW\$50,000.00, valid for 60 Days, together with their bid in line with Section 26 of the Procurement Regulations (S.I.5) of 2018). The Bid Security shall be payable using the below Options:

Option 1.....A certified Bank Cheque

Option 2.....A Bank Guarantee

Option 3.....A Cash Deposit to the PRAZ

If Option 3 is chosen bidders must also submit proof of payment to Procurement Regulatory Authority of Zimbabwe (PRAZ) of non-refundable cash bid bond establishment fee equivalent to ZW\$12,000.00 in line with Part V of the Procurement Regulations (Amendment (S.I.49 of 2020). Failure to comply with the above will lead to automatic.

2.15 Companies owned by same person

No bidder may submit more than one bid, either individually or as a joint venture partner in another bid, except as a subcontractor and a conflict of interest will be deemed to arise if bids are received from more than one bidder owned, directly or indirectly, by the same person.

3.0 EVALUATION CRITERIA

The evaluation criteria of the tender shall include the below listed requirements. Bidders who fail to comply with any of the clauses below shall be disqualified from the tender as their bid will not be compliant (subject to relevant provisions of the PPDPA).

3.1. Compliance with the tender scope-Bidders must fully comply with the instructions provided on the scope section of the tender.

3.1.1 Price-Bidders must state their prices in the format below:

Bidders must complete the pricing table below without fail. Bidders who fail to comply may be disqualified.

No	Description	Price Excl VAT USD\$	Price Excl VAT ZW\$	Total 14.5% VAT ZW\$	Total Including VAT ZW\$
1	Provision of employee satisfaction survey in REF				

❖ Bidders are free to quote for one or more lots

- Exchange rate used:.....Bidders must state the exchange rate used without fail.
- Attach proof of exchange rate from the bank:

NOTE

- Dual pricing in terms of Statutory Instrument (S.I) 185 of 2020-Bidders must quote their bid prices both in USD and the RTGS currency using the prevailing exchange rate. **Bidders must state the exchange rate used.**
- Bids that use a non existent exchange rate shall be rejected as non-compliant.
- Bidders must STATE the exchange rate used and ATTACH the proof of the exchange rate used. Attach proof from the bank without fail.
- Payment shall be strictly in local currency at the prevailing exchange rate.
 - The bid price should **clearly and separately** show the unit price and the total price of the to be supplied.
- The ZW\$ prices shall be used for purposes of tender evaluation.
- Bidders MUST state clearly whether they charge VAT or not.

NOTE

- Bidders who are not VAT registered must not fill in the VAT column.
- All bidders should quote using the format above and failure to do so may lead to automatic disqualification of the bid.

- 3.2 Company profile with the following documents attached:
- Certificate of incorporation
 - Tax clearance certificate
 - CR14
 - CR6
- 3.3 Proof of registration with Zimbabwe Revenue Authority (ZIMRA) - in the form of a valid current tax clearance certificate ITF 263 and VAT registered companies in addition to submit VAT Certificate.
- 3.4 Proof of registration with Zimbabwe Revenue Authority (ZIMRA) - in the form of a valid current tax clearance certificate ITF 263 and VAT registered companies in addition to submit VAT Certificate.
- 3.5 Payment terms- Bidders must state the required payment terms. REF favors payment after delivery, however where bidders require pre-delivery payment they **MUST STATE** ability to secure a bank guarantee from a registered commercial bank acceptable to REF equal to the amount to be advanced. The bank guarantee must be provided within two weeks of contract signing.
- 3.6 The winning bidder shall be fully responsible for the costs and risks associated with transport, accommodation of their teams during execution of the tender.
- 3.7 Delivery period-the winning bidder is required to deliver the full report within a period of eight (8) weeks from the date of contract signing/order.
- 3.8 Reference letters- Bidders must attach reference letters from companies where the bidder has provided customer/employee satisfaction surveys over the past five years.
- 3.9 Bidders must attach proof of Procurement Regulatory Authority of Zimbabwe(PRAZ) registration on a relevant category.
- 3.10 Physical visit to REF offices- the winning bidder is required to visit REF's provinces and physically conduct the survey. **Bidders must state that they shall physically visit REF's provincial Offices as part of the survey.**
- 3.11 **Research methodology-** Bidders must state in detail how they shall carry out the research among REF employees(research methodology).
- 3.12 Credentials of lead consultant- The lead consultant for this project must have the following qualifications/attributes:
- (a) Ten (10) years' experience at senior management level as a Human Resource practitioner, five (5) of which must be as a Human Resource Consultant-Bidders must state if they comply with this requirement.
 - (b) A relevant Masters Degree-**Bidders must attach proof of certified certificates without fail.**
 - (c) A Social Science Degree or equivalent-**Bidders must attach proof of certified certificates without fail.**
 - (d) Two (2) team members to assist the Lead Consultant, who must have at least a relevant degree and one (1) year post-qualification experience-**Bidders must attach proof of certified certificates without fail.**
- 3.13 Bid validity of a minimum of 60 days is required and must be clearly stated.
- 3.14 Tenders must be submitted in three (3) copies and the ORIGINAL" copy must be clearly marked.

- 3.15 The Bidders must attach with the bid documents a duly filled in and signed Declaration on Non-Engagement in Corrupt or Fraudulent Practices Form Annexure 2
- 3.16 The bidder must submit with the bid a duly filled in and signed attached Form of Tender Annexure 3.

4 FINANCIAL INFORMATION

All prices must be inclusive of costs required by the bidder to perform the contract as required.

All VAT registered supplier must show VAT separately in their bid.

The tender shall be awarded to the lowest bidder to specification.

5 AWARD CRITERIA

The tender will be awarded to the lowest priced bid to specification. Rural Electrification Fund will advise the successful and unsuccessful bidders in writing.

6 CONTACTING THE PURCHASER

Any effort by the bidder to influence REF in the tender evaluation, tender comparison, and contract award or order placement decisions will result in the rejection of the bidder's bid.

7 CONFIDENTIALITY

After the public opening of tenders, information relating to the examination, clarification, evaluation and comparison of tenders and recommendations concerning the award of the contract shall not be disclosed to bidders or other persons not officially concerned with such process until the award of contract is announced. **No bidder shall contact the Purchaser on any matter relating to his** tender, from the time of the tender opening to the time the tender is awarded. Any bidder in possession of confidential tender information will be obliged to reveal the source of information and/or face disqualification of his/her tender.

8 CORRUPT OR FRAUDULENT PRACTICES

Rural Electrification Fund requires that Tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign and submit together with the bid the attached form (Annexure 2), that states that she/he has not or will not be involved in corrupt or fraudulent practices.

Rural Electrification Fund will reject a proposal for award if it determines that the tenderer has engaged in corrupt or fraudulent practices in competing for the contract. A Tenderer who is found to have indulged in corrupt or fraudulent practices will be automatically disqualified.

9 SUBMISSION OF BIDS

- 9.1 The tender must be enclosed in sealed envelopes, endorsed on the outside with the advertised tender number, the closing date and description of tender and must be sent by courier in time to be deposited or deposited in the Tender Box situated at, **Rural Electrification Fund, Room 713 7th Floor Megawatt House, 44 Samora Machel Avenue, Harare**, before 10.00 hours on the closing date notified.
- 9.2 Tenders which are properly addressed to the Procurement Administrator in envelopes with the advertised tender number, the closing date and tender description endorsed on the outside are not opened until the closing date and time.
- 9.3 Tenders which are not received by the closing date and time whether by hand or by courier will be rejected as late tenders.
- 9.4 Tele-fax and e-mail bids are not accepted i.e. electronic bidding is not accepted.
- 9.5 Any tender submitted that does not fully comply with the above terms and conditions will be rejected without further consideration as will tenders received after the published closing date.
- 9.5.1 Bidders are required to adhere to the instructions regarding preparation and submission of tenders as those who do not comply will be disqualified.
- 9.6 Tenderers are free to attend and witness the public tender opening at the above captioned address. The opening ceremony shall be done on the tender closing date soon after the closing time.

10 RIGHT FOR ACCEPTANCE OR REJECTION OF ANY OR ALL BIDS

The Fund reserves the right to accept the whole or part of the tender. The Agency reserves the right to accept or reject any bid and to annul tendering process and reject all bids at any time prior to award of contract/order, without incurring any liability to the affected Tenderer(s) or obligations to inform the affected Tenderer(s).

11. Terms of Reference-Employee Satisfaction Survey

BACKGROUND

The Rural Electrification Fund (REF) is a statutory body incorporated under the Rural Electrification Fund Act (Chapter 13:20). The Fund, guided by its governing statute in particular and government policies and other pronouncements in general, has a mandate to facilitate rapid and equitable provision of sustainable modern energy infrastructure in the rural areas of Zimbabwe through grid and renewable energy technologies.

In pursuance of its mandate, the Fund has put in place a robust organization structure led by a Chief Executive Officer who is supported by a team of Directors, Senior Managers and general staff.

The Fund seeks to undertake an employee satisfaction survey of all its employees in REF and its subsidiary Hotspeck, so as to establish the employees' sentiments towards established business practices of the organisation, what improvements need to be done and generally align itself with international best practices which are supportive of its mandate and business strategy.

To this end, the Fund seeks to engage a Consulting firm to undertake the following:

- Instructions to bidders

Bidders are required to read and understand the terms of reference provided below. Bidders must then write clearly in their bids their summarized understanding of the terms of reference for the tender. **Bids with no terms of reference or wrong terms of reference will be rejected as non compliant.**

- Terms of Reference for the Consultant

- (i) To undertake an employee satisfaction survey on all REF and Hotspeck employees numbering +/- 300 staff members located at various work stations which are as follows:

- Head Office	(Harare)
- Masvingo Province	(Masvingo)
- Matabeleland South Province	(Bulawayo)
- Matabeleland North Province	(Bulawayo)
- Midlands Province	(Gweru)
- Mashonaland West Province	(Chinhoyi)
- Mashonaland Central Province	(Bindura)
- Mashonaland East Province	(Marondera)
- Manicaland Province	(Mutare)
- Hotspeck Mutare)	(REF Subsidiary in Mutare)

- (ii) The employee satisfaction survey will, *inter alia*, interrogate the following factors of business performance:
- **Organisational performance**
 - Strategy: formulation and implementation
 - Shared vision and mission
 - Performance management
 - **People management practices** focusing on, but not limited to, the following:
 - Staff training and development
 - Promotion
 - Staff salaries, allowances and benefits
 - Communication
 - General staff welfare issues
 - **Organisational culture** focusing on the following:
 - Leadership style
 - Employee engagement/ involvement
 - Innovation
 - Organisational efficiency - with regards to different organisational processes
- (iii) Based on survey results identify areas of strengths and recommend ways of enhancing the identified good performance.
- (iv) Identify areas needing improvements and recommend acceptable strategies to achieve desired results.
- (v) Present detailed findings to the Chief Executive Officer.

Reports

The Consultant is expected to outline clear and tangible project milestones to be agreed with Executive Management, following which all progress reports will be submitted to Chief Executive Officer in line with the agreed timetable.



Annexure 1

DECLARATION ON NON-ENGAGEMENT IN CORRUPT OR FRAUDULENT PRACTICES FORM

The Chief Executive
Rural Electrification Agency
6th Floor Megawatt House
44 Samora Machel Ave
P. Bag A250
Avondale
Harare
Zimbabwe

TENDER NUMBER: _____

TENDER DESCRIPTION: _____

I _____ the undersigned (*Director of Company*) on behalf of _____ (*Name of Organisation*), do hereby declare that our organization has not been engaged in any corrupt or unethical practices during the subsistence of our organisation.

Name in Full _____

ID. Number _____

Signature _____

Date _____



Annexure 2

LETTER OF TENDER (TENDER FORM)

NAME OF TENDER: PROVISION OF EMPLOYEE SATISFACTION SURVEY

Tender Number

TO: The Chief Executive
Rural Electrification Fund (REF)
6th Megawatt House, 44 Samora Machel Avenue,
Harare,
Zimbabwe

We, [*insert name of Tenderer*], herewith enclosed Tender for selection of our firm as Contractor/Supplier for

We have examined the Conditions of Contract, Employer's Requirements, Schedules, the attached. Appendix and Addenda Nos __ of the above-named Works. We have examined, understood and checked these documents and have ascertained that they contain no errors or other defects. We accordingly offer to design, execute and complete the Works and remedy any defects therein, in conformity with this Tender which includes all these documents and the enclosed Proposal, for the lump tender sum of: ZW\$_____

We agree to abide by this Tender until _date___/_month___/_year___ [i.e. _____ days from the tender opening date] and it shall remain binding upon us and may be accepted at any time before that date. We acknowledge that the Appendix to Tender forms part of this Letter of Tender.

Unless and until a formal Agreement is prepared and executed, this Letter of Tender, together with your written acceptance thereof, shall constitute a binding contract between us. Our Tender is binding upon us and subject to the modifications resulting from pre-award contract negotiations.

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature _____ in the capacity of _____

Duly authorized to sign tenders for and on behalf of _____

Address: _____ Date: _____