

Tender Title:	Consultancy to market survey research
Tender Number:	TENDER_2700_02_2024
Date:	
User Department:	CX, PR & Market Research
0	UTANDE/TER/002-24

## ANNEX 1

### Terms of Reference

Utande Internet Services (Private) Limited is a subsidiary of Dandemutande Investments (Private) Limited, a licensed Internet Access Provider. The company was founded as a Corporate Internet Service Provider in July 1997 and offers superior Internet connectivity and converged ICT services to the SME and consumer market.

Through engagements with the market, it has become clear that there are gaps and opportunities for service provision in towns and cities where Utande does not yet have a physical presence. To this end, and as part of its expansion program, Utande is inviting research companies/agencies to provide comprehensive market analysis in each of the listed towns and cities to assess the viability and sustainability of offering Utande services in each.

The objectives of the research survey must cover but are not limited to,

1. A survey to determine the size of the market (population & demographic trends).
2. The major economic activities in the market and how these relate to Utande services.
3. Technology solutions in use.
4. Technology Gaps.
5. Competitor Activity
6. Market Potential
7. Recommendations for any market entry strategies and positioning based on research findings.

The target markets are:

Target market	Bid amount	Time to completion
Gwanda		
Hwange		
Victoria Falls		
Gweru		
Zvishavane		
Masvingo		
Kadoma		
Rusape		
Chiredzi		
Nyanga		

Place and date

Name of the Supplier's Representative

Signature and Stamp  
**DANDEMUTANDE INVESTMENTS (PVT.) LTD.**  
 LEVEL 9, PEGASUS HOUSE  
 52-54 SAMORA MACHEL AVENUE, HARARE  
 TEL: +263-4-791675 : FAX: +263-4-791674

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**Annex 2 \_ ELIGIBILITY, ETHICAL, CONFIDENTIALITY and POLICY DECLARATION**

The undersigned.....representing  
..... (Company Name)  
in response to your letter of invitation to the present procurement procedure, hereby declares the following in his/her name and on behalf of the company he/she represents:

**A \_ ELIGIBILITY DECLARATION**

That in the last 5 years, the directors of the company as indicated on the CR14, havenot been involved in any of the situations listed below, which would exclude us from participating in contracts,

- Bankruptcy
- Judgement for non-professional conduct
- Guilt of professional misconduct
- Non-fulfilment of obligations relating to the payment of social security contributions and/or of taxes
- Judgement for fraud, corruption, involvement in criminal organisations or any other illegal activity

**B \_ ETHICAL DECLARATION**

The offered services must not be provided in a way that exploits child labour and must respect basic social rights and working conditions.

**C \_ CONFIDENTIALITY DECLARATION**

The bidder agrees to hold in trust and confidence any information or documents disclosed to it, discovered by it or prepared by it in the course of or as a result of its participation in the above-mentioned procurement procedure, and agrees that it shall be used only for the purposes of this project.

The undersigned hereby represents and warrants that they are aware of their obligation to act in a manner which promotes the best interests of Utande and commits to avoid any violations when making decisions and taking actions on behalf of Utande. Should a possible violation arise in future, the bidder has an obligation to notify the appropriate person at Utande in writing, update the information on this form and re-submit it

\_\_\_\_\_  
Place and date

\_\_\_\_\_  
Name of the Bidder Representative

\_\_\_\_\_  
Signature and Stamp

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**Annex 3 \_ BIDDER CHECKLIST**  
*[To be completed and signed by the bidder]*

Before sending your documents, please make sure that each line items on the following table is completed in full. You are required to submit **three (3) copies** of your bidding documents.

Description	To be filled by the bidder			UTANDE use only		
	Filled	Signed	Stamped	YES	NO	Comments
<b>Technical Documentation</b>						
Technical Proposal including methodology						
Detailed stages of the consultancy approach workplan						
Mock-up of final report						
Any additional information to support the bid						
<b>Professional Capacity</b>						
Copy of Certificate of Incorporation						
Copy of CR14						
Copy of VAT registration certificate						
Copy of the 2021 ITF 263 Tax Clearance Certificate						
NSSA Compliance Certificate						
Bank statements for the past 3 months						
Detailed Company Profile to include an organisation structure indicating position of key personnel and qualifications						
Three (3) written reference letters from previous or current corporates, public entities, banks, or blue -chip companies where service of a similar nature have been or are being provided.						
<b>Financial Offer</b>						
Detailed quotation with pricing breakdown itemised per town						
<b>Annexes</b>						
Annex 1						

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*GC*

Annex 2							
Annex 3							

HARARE 4/4/20

Place and date

NEVER SUBS

Name of the Supplier's Representative



Signature and Stamp

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17 Field 9, PEGASUS HOUSE  
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Technical Evaluation

Sub-Criteria	Description	Points	
		Min	Max
	Submit a proposal outlining the technical approach, methodology, work plan, organisation and staffing for the project.	30	40
Technical Approach and Methodology	<ul style="list-style-type: none"> <li>• Technical Approach and Methodology Assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output – <b>20 points</b></li> <li>• Work Plan</li> </ul> <p>Proposed work plan should be consistent with the technical approach and methodology – <b>10 points</b></p> <ul style="list-style-type: none"> <li>• Organisation and Staffing</li> </ul> <p>Provide the structure and composition of the suggested team – <b>10 points</b></p> <p><b>Provide a detailed project plan to outline timelines for all activities to be undertaken in conducting the survey.</b></p> <ul style="list-style-type: none"> <li>• Detailed project plan submitted – <b>10 points</b></li> <li>• Detailed project plan submitted with stipulated reporting timelines – <b>15 points</b></li> </ul>	10	15
Company Experience in conducting customer satisfaction surveys and research	<p><b>Previous experience in conducting market research, including the analysis and presentation of same</b></p> <p>A minimum of 3 - 5 years' experience in conducting market research, including the analysis and presentation of same environment. – Please provide a minimum 3 letters of reference indicating from businesses for which similar contact centre consultancy services were rendered – <b>20 points</b></p> <p>More than 5 years' experience in conducting market research, including the analysis and presentation in the aviation sector – Please provide a minimum 5 letters of reference indicating from businesses for which similar research and survey services were rendered – <b>30 points</b></p> <p><b>Personnel experience in conducting market research, including the analysis and presentation of same.</b></p> <ul style="list-style-type: none"> <li>• A minimum of 3 - 5 years' experience in conducting customer satisfaction surveys and research, including the analysis and presentation of same environment. – <b>10 points</b></li> <li>• More than 5 years' experience in conducting market research, including the analysis and presentation of same environment. – <b>15 points.</b></li> </ul>	20	30
Personnel Experience in conducting customer satisfaction surveys and research		10	15

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