

Tender Title:	Consultancy to conduct market survey research in the target areas
Tender Number:	TENDER_2700_02_2024
Date:	
User Department:	CX, PR & Market Research
Procurement Purchase Order:	UTANDE/TER/002-24

## INVITATION TO TENDER

### 1. Preamble

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 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.

### 2. Scope of work

The scope of work for the bidder shall include the following:

- 2.1 A survey to determine the size of the market (population & demographic trends).
- 2.2 The major economic activities in the market and how these relate to Utande services.
- 2.3 Technology solutions in use.
- 2.4 Technology Gaps.
- 2.5 Competitor Activity
- 2.6 Market Potential
- 2.7 Recommendations for any market entry strategies and positioning based on research findings.

### 3. Location of target market

The bidder should provide itemized bids for each market separately. The award may be given for one or all markets submitted. Under delivery, please indicate time to completion per market and time to completion for your total bid within your proposal and summarise in Annex 1.

- 3.1 Gwanda
- 3.2 Hwange
- 3.3 Vic Falls
- 3.4 Gweru
- 3.5 Zvishavane
- 3.6 Masvingo
- 3.7 Kadoma
- 3.8 Rusape
- 3.9 Chiredzi
- 3.10 Nyanga

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

### 4. Clarification

Interested bidders can request clarity and any other information related to this tender on or before the **16<sup>th</sup> April 2024**, by writing to Ms. Gracious Chinyama at [procurement@utande.co.zw](mailto:procurement@utande.co.zw) copy [gracious.chinyama@dandemutande.africa](mailto:gracious.chinyama@dandemutande.africa).

### 5. Participation

To be eligible for participation in the tender, bidders must provide all the asked for documentation. Bidders must also prove that they comply with the necessary legal, technical and financial requirements. Utande reserves the right to ask for documentation stated in support of the bid but not necessarily required on submission. Bidders must declare, under their responsibility, that they do not fall under ineligibility clauses (Annex 2).

#### 5.1 Documentation required for the tender submission

The documentation required by UTANDE must be sent in a closed envelope and include:

NW  
 CC

- 5.1.1 Signed Annex 1, Annex 2 and Annex 3
- 5.1.2 **Technical documentation:**

- 5.1.2.1 Technical proposal of the proposed survey methodology & workplan
- 5.1.2.2 Detailed stages of the consultancy approach workplan (to be linked to the payment plan)
- 5.1.2.3 Mock-up of final report
- 5.1.2.4 Any additional information to support the bid i.e., brochures etc.

**5.2 Professional capacity**

- 5.2.1 Copy of Certificate of Incorporation
- 5.2.2 Copy of CR14
- 5.2.3 Copy of VAT registration certificate
- 5.2.4 Copy of the 2021 ITF 263 Tax Clearance Certificate
- 5.2.5 NSSA Compliance Certificate
- 5.2.6 Bank statements for the past 3 months.
- 5.2.7 Detailed Company Profile to include an organisation structure indicating position of key personnel and qualifications.
- 5.2.8 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.

For shortlisted bidders, the Utande Evaluation Committee will inspect the bidders operating premises to verify their capacity to deliver, the bidder must state their physical address or operating premises. Further Utande will carry out a due diligence exercise to verify one, or all the projects listed.

**6. Financial offer**

The price should be expressed in USD currency. The offer price must be VAT inclusive. A bid validity of at least 90 days must be stated. The price will be considered fixed and valid from the moment of the offer to 31 July 2024; no change of price will be accepted unless mutually agreed with Utande during the negotiation process, provided that such changes will be duly substantiated in an updated technical proposal. If an arithmetic error occurs, they will be corrected by the Evaluation Committee.

**7. Selection Criteria**

Bidder evaluation will be based on compliance, technical and financial submissions.

Weighting:

Area	Source doc	Weighting
Preliminary evaluation - compliance	Annex 3	5%
Technical evaluation	Annex 4	30%
Financial evaluation	Annex 1	65%

The bid must be valid for 90 days and this should be clearly stated. Failure to state bid validity will lead to automatic disqualification.

**8. Deadline for the presentation of the documentation**

Three (3) copies of your proposal shall be presented to UTANDE office, by no later than 16:00Hrs of Monday 30<sup>th</sup> April 2024 at the following address:

Level 9, Pegasus House  
 52-54 Samora Machel Avenue  
 Harare

The envelope containing all the tender documents (see Annex 3 for the full checklist), shall be sealed and bear the header "TENDER\_2700\_02\_2024" together with the name and address of the tenderer.

**9. Timelines**

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Timelines for submission are given below:

9.1 Deadline for queries	16 <sup>th</sup> April
9.2 Proposal submission deadline	30 <sup>th</sup> April
9.3 Evaluation period	1 <sup>st</sup> May to 17 <sup>th</sup> May
9.4 Contract award	24 <sup>th</sup> May

#### 10. General conditions

General conditions of the contract agreement

- 10.1 The winning bidder will be informed in writing that their tender has been successful.
- 10.2 Before Utande signs the contract with the successful bidder, they must reconfirm on the notification of award that they do not fall into the exclusion situations listed under Annex 1.
- 10.3 If the successful bidder fails to reconfirm on the notification of award that they do not fall into the exclusion situations listed under Annex 1 of this tender dossier or statement or if the successful tenderer is found to have provided false information, they will be considered null and void. In such a case, Utande may award the tender to another bidder or cancel the tender procedure.
- 10.4 If the winner fails to respect the contracting agreement during the implementation of the project, Utande will be authorised to consult and or engage another bidder.
- 10.5 Utande reserves the right to accept or reject any bid based on the completeness and correctness of the documentation and information provided. Utande reserves the right to request for information/additional documents if there is any missing from the bidder's submission.
- 10.6 All payments will be made in US dollar.

#### 11. Language of negotiated procedure.

All documents and printed literature furnished by the bidder may be in another language, provided they are accompanied by a translation in English. For the purposes of interpretation of the tender, English will prevail.

#### 12. Award of Contract

The Most Economically Advantageous Tender (MEAT) will be recommended for award of contract. Awards will be given for one or all markets submitted by the winning bidder. The implementation schedule will be discussed with the winning bidder(s).

#### 13. Bid opening

All participating bidders are invited to the tender opening meeting to be held immediately after the end of the bidding period however only two representatives per bidder are able to be present for the purpose of bid submission and witnessing of the bids opening process.

#### 14. Cancellation of Tender procedure

Utande reserves the right to accept or reject any bids or to cancel the procurement process and reject all bids at any time prior to contract award. Under no circumstances will Utande be liable for damages, whatever their nature (in particular damages for financial loss) in connection to the cancellation of the negotiated procedure, even if Utande has been advised of the possibility of damages. The invitation to tender does not commit Utande to implement the project announced.

#### 15. Prevention of Corrupt practices

Utande is committed to observing the highest standard of ethics during the procurement and execution of this mandate and will reject a recommendation for award of a bidder if it becomes apparent that the bidder has directly or indirectly engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract. Any conflict of interest on the part of the bidder must be declared.

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