

**REQUEST FOR PROPOSALS FOR PROVISION OF TELEPHONE  
SERVICING SERVICES**

**PROCUREMENT REFERENCE No: ZERA COMP 11/2021**

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**Government of Zimbabwe**

**STANDARD**

**REQUEST FOR PROPOSALS**

**for**

**Provision of Telephone Servicing  
Services**

**June 2021**

**Closing Date :19 July 2021**



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**Standard Request for Proposals for the Selection a Firm for: Provision of  
telephone services**

**Procurement Reference No: ZERA COMP 11/2021**

**Procuring Entity: Zimbabwe Energy Regulatory Authority**

**Date of Issue: 21 June 2021**

**Closing Date: 19 July 2021**

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**PART 1: PROPOSAL PROCEDURES**

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## **PART 1: REQUEST FOR PROPOSALS PROCEDURES**

### **References:**

References to the Act are to the Public Procurement and Disposal of Public Assets Act [Chapter22:23] and references to the regulations are to the Public Procurement and Disposal of Public Assets (General) Regulations, 2018 (Statutory Instrument No. 5 of 2018). The terms and requirements in the Act and Regulations govern the submission of Proposals and should be read by all Telephone servicing Firms.

### **Preparation of Proposals:**

Only Firms registered with the Procurement Regulatory Authority of Zimbabwe in terms of section 4 of the Regulations are eligible to participate.

You are requested to submit a Technical Proposal to provide the legal services detailed in the Statement of Requirements by submitting a proposal as detailed below. The standard forms contained within this Request for Proposals may be retyped for completion but the Firms is responsible for their accurate reproduction.

You are advised to read carefully the complete Request for Proposals document, including the Special Conditions of Contract in Part 3, as well as the Contract Agreement and the General Conditions of Contract for Consultancy Services (available on the Authority's website or on request), before preparing your proposal. Part 3: Contract Agreement is provided not for completion at this stage but to enable Firms to note the Contract terms they will enter into if their bid is successful.

### **Number of bids allowed**

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

### **Preparation of Proposals:**

The Technical Proposals should contain the following **mandatory documents and information:**

1. NSSA Certificate
2. Valid tax clearance certificate
3. Proof of registration from the Procurement Regulatory Authority of Zimbabwe

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## **Validity of Proposals:**

The minimum period for which the Firm's proposal must remain valid is sixty (60) days in case of domestic Firms and ninety days in case of foreign Firms from the deadline for submission of proposals.

## **Sealing and marking of Proposals:**

The proposal should be submitted in triplicate, sealed in separate envelopes, clearly marked with the Procurement Reference Number above, Firm's name, the name of the Procuring Entity and "Proposal for Provision of telephone services".

The three (3) envelopes should be enclosed in a single outer envelope, clearly marked with the Procurement Reference Number above, the Firm's name and the name of the Procuring Entity.

All the three (3) envelopes should be sealed in such a manner that opening and resealing cannot be achieved undetected. One of the envelopes must be clearly marked "ORIGINAL" and the other two envelopes marked "COPY". In the event of any discrepancy between the original and copies, the original will prevail

## **Submission of Proposals:**

Proposals should be submitted to the address below, no later than the date and time of the deadline below. Late proposals will be rejected. The Procuring Entity reserves the right to extend the proposal submission deadline but will notify all Firms invited to submit proposals of the amended proposal submission deadline

Date for Submission: Before 19 July 2021

Time of Submission Before 10:00 AM (*local time*).

Address for submission: The Head of Procurement Management Unit, 14<sup>th</sup> Floor, Century Towers, 45 Samora Machel Avenue, Harare

## **Means of acceptance:**

Firms that submit proposals must ensure that they are issued with a receipt on submission with correct details of the Firm and the Request for Proposal Number. The sealed proposals are to be placed in a marked bid box at the 14<sup>th</sup> Floor Reception

## **Opening of Proposals:**

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The technical proposals will be opened in public immediately following the deadline for submission.

### **Withdrawal, amendment or modification of Proposals:**

A Firm may withdraw, substitute, or modify its Proposals after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Proposal may be withdrawn, substituted, or modified in the interval between the deadline for submission of Proposals and the expiration of the period of proposal validity specified by the Firm or any extension thereof.

### **Evaluation of Proposals:**

The evaluation of technical proposals will use the **Quality Cost Based Selection** evaluation methodology as detailed below:

1. Preliminary examination to confirm that all mandatory documents required have been provided, to confirm the eligibility of the Firm and to confirm that the Firm has accepted all terms and conditions without material deviation or reservation.
2. Technical evaluation to assess the technical quality of proposals against the criteria below, determine the technical score for each proposal.

Proposals who fail any stage will be eliminated and not considered in subsequent stages.

### **Evaluation Criteria:**

Proposals will be awarded scores out of the maximum number of points indicated below for each of the following criteria:

<b>Item</b>	<b>Criteria</b>	<b>Maximum score</b>
1	Brief Methodology/ Procedure for performing the services	20
2	CVs of key personnel	20
3	List of Contactable References	20
4	Payment Terms ( State whether Advance or Payment After Delivery	10
5	Standard Price for servicing a faulty Telephone in USD including call out fees	30
<b>Total score</b>		<b>100</b>

### **Currency:**

Proposals must be priced in USD Dollars, but payment will done in ZWL at the ruling interbank rate

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## **Recommendation for Award:**

The proposal will be recommended for award of contract, subject to any negotiations required.

## **Award of contract:**

Award of contract will be by placement of a contract in accordance with Part 3 of this Request for Proposals. The proposed award of contract will be by issue of a Notification of Contract Award in terms of section 55 of the Act which will be effective until signature of the contract documents in accordance with Part 3: Contract. Unsuccessful Firms will receive the Notification of Contract Award and, if they consider they have suffered prejudice from the process, they may, within 14 days of receiving this Notification, submit to the Procuring Entity a Challenge in terms of section 73 of the Act, subject to payment of the applicable fee set out in section 44 of and the Third Schedule to the Regulations.

The contract will only be valid subject to payment of annual contract administration fees in line with Part V of the Fifth Schedule to the Regulations.

## **Right to Reject:**

The Procuring Entity reserves the right to accept or reject any proposal or to cancel the procurement process and reject all proposals at any time prior to contract award.

## **Corrupt Practices:**

The Government of Zimbabwe requires that Procuring Entities, as well as Firms, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy:

1. the Procuring Entity will reject a recommendation for award if it determines that the Firm recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the Contract or been declared ineligible to be awarded a procurement contract under section 99 of the Act; a definition of these terms is found in clause 1.9 of the GCC;
2. the Authority may under Section 72 (6) of the Act impose the debarment sanctions under section 74(1) of the Regulations;
3. in accordance with section 42 of the Regulations, submission of a bid will be deemed to be an undertaking on behalf of the Firm to accept the responsibilities described in clause 1.1 of the GCC; and
4. Any conflict of interest on the part of the Firm must be declared.

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### **Declaration by the Accounting Officer**

I declare that the procurement is based on neutral and fair technical requirements and the Firm's qualifications.

Approved/Not Approved..... Date.....  
**Chief Executive Office**

### **Technical Proposal Submission Sheet**

*{Note to Firms: Complete this form with all the requested details and submit it as the first page of your technical proposal, with the documents requested in Part 1 attached. Ensure that your proposal is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorised, it may be rejected.*

*In case the = motoring Firm is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.}*

Procurement Reference  
Number:

Subject of Procurement:

Name of Firm:

Firm's Reference Number:

Date of Technical Proposal:

We offer to provide the services described in the Statement of Requirements, in accordance with the terms and conditions stated in your Request for Proposals referenced above.

We confirm that we are eligible to participate in public procurement and meet the eligibility criteria specified in Part 1: Proposal Procedures of your Request for Proposals.

The validity period of our proposal is: days from the date of the submission.

We submit on the attached Appendices the evidence to demonstrate our suitability to perform the required services:

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Appendix A: Methodology ;

Appendix B: Experience and Qualifications.

We understand that the proposals in these Appendices, if approved or as amended, will be included in the Contract Appendices and shall form a contractual commitment.

We enclose a separately sealed financial proposal.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

### Technical Proposal Authorised By:

<b>Signed</b> .....	<b>Name:</b> .....
<b>In capacity of:</b> .....	<b>Date</b> .....(DD/M : M/YY)
<b>Duly authorised for and on behalf of:</b>	
<b>Firm</b> .....	
Address: .....	
.....	
.....	
<b>Corporate Seal (where appropriate)</b>	

### Appendix A: Methodology

*{Describe the methodology you would propose to use in meeting the requirements in the statement of requirements in Part 2.}*

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## **Appendix B: Experience and qualifications**

*{Provide background information about the Company that is bidding for the Contract and of any other firm that is associated with this bid. State whether any of the required services will be sub-contracted.*

*Name the key personnel who will perform the requirements under the Contract, their proposed period of engagement, including working hours and holidays, and describe their qualifications and experience in working on similar Contracts.*

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## **PART 2: STATEMENT OF REQUIREMENTS**

A: Terms of Reference

The Zimbabwe Energy Regulatory Authority (ZERA) is a body corporate established in terms of the Energy Regulatory Authority Act [*Chapter 13:23*] of 2011.

It is mandated to regulate the entire energy sector in Zimbabwe in a fair, transparent, efficient and cost effective manner for the benefit of the consumers and energy suppliers.

ZERA derives its mandate from the Energy Regulatory Authority Act [*Chapter 13:23*] of 2011 read together with the Electricity Act no 4 of 2002 [*Chapter 13:19*], the Petroleum Act [*Chapter 13:22*] of 2006 and subsequent amendments.

### **Scope of the work**

Through this call for tender, ZERA intends to enlist the services of telephone servicing company to provide servicing for a period of 5 years.

ZERA will inform the tenderer three months prior to the expiration of the current contract of its intention to renew the contract. In the event of non-notification of the intention to renew the contract within the period described, the contract will end automatically.