



'creating a level playing field'

21 MARCH 2025

EXPRESSION OF INTEREST

PROCUREMENT REFERENCE: POTRAZ/EOI/01/03/2025 - PROVISION OF CONSULTANCY SERVICES TO CONDUCT A CONSUMER SATISFACTION SURVEY FOR THE YEAR 2025 TO 2027 FOR THE TELECOMMUNICATION, POSTAL AND COURIER SERVICES IN ZIMBABWE

PART A: NOTICE OF ADVERT

The Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) is a statutory body established in terms of section 3 of the Postal and Telecommunications Act [Chapter 12:05] to regulate the Postal and Telecommunications Industry in Zimbabwe. POTRAZ's mandate was also extended to look at protection of Data subjects on the cyber space. POTRAZ invites Expressions of Interest (EOI) from qualified companies, or their representatives, for the provision of Consultancy Services for conducting a Consumer Satisfaction Survey for a period of three (3) years for the Telecommunication, Postal and Courier Services in Zimbabwe.

POTRAZ seeks to engage a consultant to conduct a Consumer Satisfaction Survey for a period of three (3) years (2025 to 2027). This survey will be useful in policy formulation that guides consumer concerns and expectations from the Regulator based on the following objectives: -

The objectives of the survey include to:

1. Establish the level of satisfaction amongst consumers of the various telecommunications, postal and courier services provided by licensed service providers.
2. Assess clients' overall perceptions on the quality of service for telecommunication, postal and courier services.
3. Identify the most important aspects of service delivery according to consumers.
4. Establish the causes of dissatisfaction and where it is encountered.
5. Identify areas that can be improved to increase consumer satisfaction levels.
6. Establish the level of understanding that consumers have on the role of POTRAZ.
7. Identify measures or strategies for improving consumer satisfaction levels.
8. Develop a consumer satisfaction index /guide and estimate the current Consumer Satisfaction Indices for the Households and Corporates for the telecommunications, postal and courier sectors in Zimbabwe.
9. Evaluate and compare survey findings over the period since the last survey was conducted in 2024.

Consultants/Firms will be selected in accordance with the procedures specified in Part VIII of the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] and Part VI of the Public Procurement and Disposal of Public Assets (General) Regulations, 2018 (Statutory Instrument 5 of 2018) as amended, and in accordance with the shortlisting criteria indicated in the Expression of Interest document.

Consultants / Firms will be selected in accordance with the procedures specified in Part VIII of the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] and Part VI of the Public Procurement and Disposal of Public Assets (General) Regulations, 2018 (Statutory Instrument 5 of 2018) as amended and in accordance with the shortlisting criteria indicated in the Expression of Interest (EOI) document.

Short-listed Consultants / Firms will be invited to submit their proposals on a separate document based on the Standard Request for Proposals for the Selection of Consultancy Services. The Consultant submitting the successful proposal will be engaged on the contractual terms set out in that document and in accordance with the General Conditions of Contract for Consultancy Services. Copies of the Act and Regulations and the standard documentation are available on the website of the Procurement Regulatory Authority of Zimbabwe (PRAZ).

Late applications will not be considered and no liability will be accepted for loss or late delivery. POTRAZ will not be responsible for any costs or expenses incurred by firms in connection with preparation or delivery of the application.

The Expression of Interest document can be obtained through the following means.

1. By sending a request through email to: pmu@potraz.zw.
2. By downloading from the POTRAZ website: <https://www.potraz.gov.zw>. Please note that bidders who download the EOI document from the POTRAZ website are required to send their contact details to pmu@potraz.zw to enable the Authority to contact them with any clarification that may be sent through to all bidders.
3. By downloading from the PRAZ eGP website: <https://www.egp.praz.org.zw>.

The closing date for submission of Expressions of Interest is **April 25, 2025, at 10:00 Hours**. The expressions of interest shall be submitted through the **PRAZ eGP System** on the website: <https://www.egp.praz.org.zw>.