



## REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES – FIRMS SELECTION)

### PARTNER AND CLIENT SATISFACTION SURVEY CONSULTANCY SERVICES

Country: Zambia and Zimbabwe

Reference No: ZRA-PRC-C-01-22

Assignment Title: Partner and Client Satisfaction Survey

1. The Zambezi River Authority (“**the Authority**”) has set aside funds to finance various operations during the 2022 financial year. It is intended that part of the proceeds of the funds will be used to cover eligible payments for the provision of Partner and Client Satisfaction Survey consultancy services.
2. The Authority is a corporate body jointly and equally owned by the Governments of Zambia and Zimbabwe (“**Contracting States**”) and is mandated with the management of the Kariba Complex and the stretch of the Zambezi River (from Kazungula to Kanyemba ) forming a common border between the two Contracting States.
3. The objective of the assignment is to carry out a Partners’ and Clients’ Satisfaction Baseline Survey and to determine the Partners’ and Clients’ Satisfaction Index which will be used, in future, to develop a Partnership Relationship Management Framework and a Partners & Clients Service Charter for the Authority.
4. The scope for consulting services ("the Services") include;
  - Draw survey participants from the stakeholders indicated in the sampling frame to be provided by the Authority using scientifically proven methods to be demonstrated and mutually agreed upon.

- Conduct a Baseline Survey that will be used to determine the Partner and Client Satisfaction Index which shall be used to:
  - i. Determine Partners' and Clients' perceptions of how well the Authority meets its expectations in terms of delivering on its mandate and service delivery.
  - ii. Establish the effectiveness of information dissemination with regards to nurturing the trust relationship between the Authority and its Partners and Clients. This includes an effective Partners' and Clients feedback mechanism that will help maintain and/or improve satisfaction levels.
  - iii. Ascertain visibility of the Authority brand and appreciation of its functions.
  - iv. Identify key pain-points in the Customer Experience (in this case, Partners and Clients) journey at both physical and digital points of interaction.
- Develop a Partners' and Clients' Satisfaction Index for the Authority

The Draft Terms of Reference for the Consulting Services can be inspected on the Authority's website: [www.zambeziira.org](http://www.zambeziira.org)

5. The Authority now invites eligible consulting firms ("Consultants") registered in Zambia and or Zimbabwe with specific experience to indicate their interest in providing the required Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are:

- The firm's core business being in the area of the proposed assignment,
- General experience of the firm (clearly demonstrating the scope, cost and duration in the provision of consulting services relating to conducting surveys in Zambia and Zimbabwe.
- Specific experience of the firm in the provision of Partner and Client Satisfaction Survey consultancy services conducted in Zambia and or Zimbabwe in the last ten (10) years with the following details:
  - i. Name of client to which service/assignment of similar nature was provided and duration.
  - ii. Name and location of the project or assignment; and,
  - iii. Value of the assignments.
- The firm's company profile, detailing the firm's shareholding structure; names of Directors, Nationality, Address, Telephone and E-mail and firm's Certification of Incorporation or Registration

The assignment should start in September 2022 and is expected to be implemented over two and half (2.5) months.

The Consultant will be selected in accordance with the **Quality and Cost Based Selection** method set out in the Authority's Procurement Policy and Procedures Manual.

Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications.

Further information can be obtained at the address below during working hours from 0800 hours to 1630 hours local time or Email: [Langton.Pfaira@zambezi.org](mailto:Langton.Pfaira@zambezi.org)

6. Expressions of interest shall be submitted by **E-MAIL ONLY in PDF on or before 28th June 2022, 1600hrs on the following E-mail address.**

**Email:** [pcss@zambezi.org](mailto:pcss@zambezi.org)

The Expressions of interest must be addressed to;  
The Chief Executive  
Zambezi River Authority  
Kariba House, 32 Cha Cha Cha Road  
Lusaka, Zambia.  
Tel.: +260 211 227970-3

**Att: Manager Procurement**