



# REQUEST FOR PROPOSALS (CONSULTANCY FIRMS)

## LOCAL CONSULTANTS

### CONSULTANCY SERVICES TO CONDUCT A CUSTOMER SATISFACTION SURVEY FOR THE ROADS FUND ADMINISTRATION FOR 2024 -2025 FINANCIAL YEAR

REFERENCE NUMBER: RFA/RFP/CSS/12/24

DATE OF ISSUE: 6TH DECEMBER 2024

#### BACKGROUND

The Roads Fund Administration (RFA) is a statutory body established by the Roads Fund Administration Act of 2006 for the purposes of raising, administering and accounting for funds for the construction, maintenance and rehabilitation of public roads in Malawi.

The RFA is in the process of improving its efficiency and focusing its activities on the needs of its customers. The RFA has recently been ISO Certified under ISO 9001:2015 which, among other things, requires the organisation to monitor customers' perception of the degree to which customer needs and expectations are being fulfilled.

The RFA would therefore like to engage a research firm to carry out a transparent and objective Customer Satisfaction Survey to determine levels of customer satisfaction and how it may be improved. The insights provided by the Survey will be used to further improve RFA's services and customer experience.

The full scope of the assignment is contained in the detailed Terms of Reference which will be circulated to interested consultants.

#### OBJECTIVE OF THE CONSULTANCY

The main objectives of the Survey are to assess the customers' perception of the level and quality of delivery service and whether their service expectations are being met by the RFA; and to establish an overall customer satisfaction rating for the RFA.

#### EXPECTED COMMENCEMENT AND DURATION

The Consultant shall commence work within five (5) days after the contract signing date (effective date of contract). It is expected that the assignment, including final reporting, will be completed within sixty (60) calendar days.

#### TERMS OF REFERENCE

Interested Consultants may obtain further information and full Terms of Reference (ToR) from the address in paragraph 6 below from 08:00 hours to 16:30 hours from Monday to Friday during working days.

A complete set of the Request for Proposal document in English may be purchased by interested bidders in person upon payment of a non-refundable fee of **MK5,000.00**. The method of payment will be in form of bank deposit to RFA's account detailed below:

**Roads Fund Administration**  
National Bank of Malawi  
1265989  
Capital City  
Current Account

#### SELECTION OF CONSULTANT

The consultant will be selected in accordance with QCBS procedures set out in the Public Procurement and Disposal of Public Assets Act 2017.

In assessing submissions, consideration shall be given to the technical and managerial competence of the consultant, experience on similar projects, qualification and experience of key personnel, liquidity of the firm and compliance with payment of taxes. Only consultants with demonstrated experience and good track records in similar assignments will be short-listed for the opening of financial proposals.

#### SUBMISSION OF PROPOSALS

The technical and financial proposals should be sealed in separate envelopes, both clearly marked with the Procurement Reference Number above, the Bidder's name, the name of the Procuring Entity and either "Technical Proposal" or "Financial Proposal" as appropriate.

Both envelopes should be enclosed in a single outer envelope, clearly marked with the Procurement Reference Number above, the Bidder's name and the name of the Procuring Entity. All three envelopes should be sealed in such a manner that opening and resealing cannot be achieved undetected.

Proposals clearly marked "**Provision of Consultancy Services: Roads Fund Administration's Customer Satisfaction Survey**" must be delivered to the address below by **Tuesday 7th January 2025, 14:00 hours** local time. Late proposals will be rejected.

**The Chairperson**  
Internal Procurement and Disposal Committee (IPDC)  
Roads Fund Administration  
Ngerengere Complex, Off Mchinji Road  
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Lilongwe 3  
MALAWI  
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