



MALTA RESOURCES AUTHORITY

## **Malta Resources Authority**

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### **Call for Quotations**

**Closing Date:** Friday 11<sup>th</sup> July 2014 at 10:00 am

**Date Published:** Friday 20<sup>th</sup> June 2014

**Quotation Reference:** MRA/55/2014

**SUBJECT:** Public Awareness & User Satisfaction Survey

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## CALL FOR QUOTATIONS:

### Telephone Survey on Public Awareness & User Satisfaction on the Service(s) provided by the Malta Resources Authority

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#### 1. Introduction

This Call for Quotations, which is being issued by the Malta Resources Authority, hereinafter referred to as “the Contracting Authority”, is for the carrying out of a telephone survey to assess the perception of users on the quality of the service(s) provided by the MRA in the exercise of its functions.

#### 2. Documentation

Quotation documents can be obtained from the offices of the Authority or downloaded from its web site: [www.mra.org.mt](http://www.mra.org.mt).

Each quoted submission shall clearly indicate the details of the bidder responsible for such activity and the rates/prices, inclusive of VAT and all other charges as may be applicable.

The start date, as indicated, shall be upon the issuance of the ‘**Order to Start Works**’ issued by the Officer in Charge.

A form entitled “**Schedule of Prices & Rates**” is also attached with the Call for Quotations document. Prospective bidders are requested to complete the form, giving the rates/prices in EURO for each item as indicated, inclusive of VAT and all taxes and any other charges as applicable. This form must be filled in and submitted with the quotation document.

A form entitled “**Bidder’s Details**” is attached with the quotation document. Prospective bidders are requested to fully complete the form and submit it with the quotation document.

A form entitled “**Statement on Conditions of Employment**” is attached with the quotation document. Prospective bidders are requested to fully complete the form and submit it with the quotation document.

#### 3. Rates/Prices

Bidders must quote the rate and price **inclusive** of taxes, customs and import duties and any discounts.

Bidders not registered with the VAT authority in Malta, must **still** include in their financial offer any VAT that the contracting authority may have to pay either in Malta or the country where the bidder is registered irrespective of the reverse charge mechanism. The financial offer will be considered as the total financial cost to the contracting authority including any VAT that may have to be paid not through the winning bidder. Except as may otherwise be provided for in the contract, no payment will be made for items which have not been costed.

The rates/prices of the Contract shall include all of the services to be provided. The rates/prices quoted are fixed and not subject to revision or escalation in costs.

#### **4. Currencies and Payments**

The currency of the quotation is the Euro (€). All sums in the breakdown of the overall rates/price, in the questionnaire and in other documents shall be expressed in Euro (€).

The successful bidder shall be bound to conform in all respects with VAT legislation and regulations. Prospective bidders should note that the Malta Resources Authority is a non-taxable legal person in accordance with the provisions of the Value Added Tax Act, 1998. MRA is not registered for VAT purposes (i.e. it does not have a VAT number) and fiscal receipt has to be issued by the service provider to the Authority for all payments effected.

No request for advance payments can be accepted by the Authority. Payment will be made on completion of service and it shall be effected within 60 days from receipt of invoice.

#### **5. Method of Submissions**

A written proposal for this Call for Quotations shall be submitted at the Finance and Administration Section of the Malta Resources Authority, Marsa by the time and date indicated in the document. Quotations are to be delivered to the following address:

**The Financial Controller  
Finance and Administration Section  
Malta Resources Authority  
Millennia, 2<sup>nd</sup> Floor  
Aldo Moro Road  
Marsa, MRS 9065  
MALTA**

**Late submissions shall not be accepted.** The proposal for this Call for Quotations shall be closed in a sealed package with the quotation reference clearly marked on it and submitted either by recorded delivery (official postal/courier service) or hand delivered and deposited in the Tender Box at the Finance and Administration Section of the Malta Resources Authority. **Any other method of submission shall NOT be accepted.**

## **6. Criteria for Award**

The award criterion shall be based on a combination of the total price and bidder's experience where 50% of marks shall be awarded for price and 50% of marks shall be awarded for the quality of the statement of methodology. The contract shall be awarded to the quotation obtaining most marks whilst satisfying the administrative and technical criteria.

## **7. Services required**

To conduct a survey on the public's awareness of the Malta Resources Authority and to assess the satisfaction of users on the quality of service(s) provided by the Malta Resources Authority in the exercise of its functions.

The population is to be made up of clients of all the local telephone service providers who are aged 16 years. A stratified random sampling technique is to be applied according to gender, age, level of education and geographical district. A survey carried out in 2013 indicated a response rate of 30% of respondents who are aware of the MRA and a response rate of 8% of respondents who have used the services of the MRA.

The survey shall seek to garner the response of, at least, 300 respondents who are aware of the MRA. Additionally, at least, 50% of these respondents have also made use of one or more of the service(s) provided by the MRA in the past three calendar years including, but not restricted to, the use of the Authority's website and information or data requests made by email or by phone.

The survey is to be carried out by means of telephone. The telephone interviews are to be carried out in either English or Maltese depending on the preferred language of the respondent. Each questionnaire will include a maximum of 30 open or close ended questions. The questionnaire will be designed by the selected company according to the Authority's criteria.

The results of the survey are to be presented in a numerical and graphical format in a report which should include an analysis and interpretation thereof. The report should also include an executive summary of the results.

## **8. Experience**

Bidders must have experience in the implementation of surveys of a similar nature and are required to submit one testimonial.

## **9. Statement of Methodology**

Bidders are required to submit a statement of methodology.

## **10. Completion Date**

The survey is to be carried out during October 2014 and the result of the survey, together with the accompanying report, are to be submitted to the MRA by not later than 1<sup>st</sup> December 2014.

**BIDDER’S DETAILS**

<b>Name of Bidder/Joint Venture/Consortium</b>	..... .....
<b>Address</b>	..... .....
<b>Country of Origin</b>	.....
<b>VAT Registration Number (if applicable)</b>	.....
<b>Name of Contact Person</b>	.....
<b>I.D. / Passport Number</b>	.....
<b>Signature</b>	.....
<b>Date</b>	.....

## SCHEDULE OF PRICES & RATES

The rates will cover all taxes duties, levies, charges, and other liabilities and inclusive of all extra costs or additions which are not stated separately.

The rates inserted in the Schedule of Prices and Rates are to be also inclusive values of all supplies, works, and services referred to in this call, including all costs and expenses which may be required for such services and which may be necessary and all general risks, liabilities and obligations set forth or implied in the documents on which the tender is based.

Any errors will be corrected as follows: where there is a discrepancy between amounts in figures and in words, the amount in words will prevail

Prospective tenderers are advised to note that in accordance with VAT legislation the Malta Resources Authority is not a VAT registered entity.

Description	Total Euro - € ( inclusive of VAT and any other charges/taxes)	
	Amount in figures	Amount in words
Telephone survey to assess the public's awareness of the Malta Resources Authority and the satisfaction of users on the quality of service(s) provided by the Malta Resources Authority in the exercise of its functions.		

**Bidder's Declaration:**

I hereby bind myself to deliver the services tendered for within \_\_\_\_\_  
from date of Order to Start Works.

**Name of Bidder:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**I.D. No.:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Statement on Conditions of Employment**

1. I hereby declare that all employees engaged on this contract shall enjoy working conditions such as wages, salaries, vacation and sick leave, maternity and parental leave as provided for in the relative Employment Legislation. Furthermore, we shall comply with Chapter 424 of the Laws of Malta (Occupational Health and Safety Authority Act) as well as any other national legislation, regulations, standards and/or codes of practice or any amendment thereto in effect during the execution of the contract.
2. I hereby declare that no part of the services to be provided under this contract shall be sub-contracted.
3. I hereby declare that the service being provided under this contract will not be carried out by self-employed persons registered with the Maltese Authorities, but will be carried out solely by my employees. Self-employed personnel may be engaged as partners in a Joint Venture/Consortium.
4. I hereby declare that all my employees have a written contract of service and are registered with the competent authority of my country.
5. I hereby declare that my employees shall be given a detailed payslip containing all relevant details including the amount paid, normal hours worked, overtime hours, hours worked on Sundays and Public Holidays, hours availed of as leave or sick leave, a breakdown of bonuses/allowances as well as deductions made (such as social contributions and income tax).
6. I hereby declare that all the wages/salaries of my employees are paid only by direct payment in the employee's bank account.
7. I hereby declare that during the execution of this contract, if and when requested by the Contracting Authority or the Director of Industrial and Employment Relations, I shall provide a copy of the contracts of service, payslips, FS3 forms and bank statement of wages/salaries deposits of any of my employees irrespective of whether such employees are employed on this contract for inspection.
8. I hereby declare that I shall submit to the Contracting Authority a list of the employees to be engaged on the contract after the award of the contract.
9. I hereby declare that if I am found in breach of any of the above declarations I accept that this contract will be terminated and that I will have no right to be compensated for any damage I may have suffered or will suffer in the future in respect to this termination.
10. I am hereby attaching the minimum hourly workers' costs for this contract and a breakdown of the employees' costs in global sum contracts.

\_\_\_\_\_  
Name and surname of Bidder

\_\_\_\_\_  
Signature of Bidder

I.D. No .....

Date .....