

Expression of Interest (EOI008/2017)



GIPF
Government Institutions
Pension Fund

To guard, and to grow.

TENDER NUMBER: EOI 008/2017 - RESEARCH/STUDY TO ESTABLISH THE LEVEL OF MEMBERS' (CUSTOMERS') SATISFACTION WITH GIPF'S SERVICES/BENEFITS COUNTRYWIDE (IN ALL THE 14 REGIONS)

GIPF is a defined benefit fund that provides guaranteed pension benefits to its members. This means that should liabilities of GIPF exceed its assets, (e.g. poor market performance) the employer undertakes to cover the shortfall.

The benefits are defined in terms of the Rules of the Fund and most of the benefits are calculated based on the final average salary and years of service, which is the number of years that the member was employed by the Government or member institution and contributed to the Fund.

The researcher must have an in-depth understanding of the economical history and social background of the Namibian society.

SCOPE OF WORK

- To critically assess the level of customer service satisfaction among each GIPF member group
- To critically assess the level of benefits satisfaction among each GIPF member group
- To compile a report on the findings with realistic, actionable recommendations.

PROPOSAL SHOULD INCLUDE:

- A brief background of the company and its lead researchers on this study
- Certificate of good standing from Social Security Commission and Inland Revenue
- Reference to similar projects previously engaged in
- Provide an itemised breakdown of the quotation
- Provide a suitable time frame within which the project will be completed.

Detailed Terms of Reference for the researcher are available at a non-refundable fee of N\$100.00 at the Procurement Office, Third Floor GIPF House, corner of Dr Kenneth David Kaunda & Goethe Street, Windhoek.

For additional information please contact:

Elton Job
Procurement Officer
Tel: 061-205 1210
Email: ejob@gipf.com.na

Mr Pinehas Mweya
Marketing Officer: R&D
Tel: 061-205 1740
Email: pmweya@gipf.com.na

Sealed bids quoting the tender number and indicating the service to be rendered should be submitted to:

Procurement Office
Third Floor
GIPF House
Corner of Dr. Kenneth David
Kaunda & Goethe Street
Windhoek

P.O. Box 23500
Windhoek
Namibia

Faxed or emailed applications will not be accepted.

Submission deadline: Friday, 20 October 2017 at 12h00 p.m.

No documents will be considered after the closing date.

GIPF is a fund that provides pension benefits for civil servants and employees of member institutions.

Tel: 061-205 1111
Fax: 061-205 1232
Visit www.gipf.com.na

