



EXECUTIVE SUMMARY OF BID EVALUATION REPORT

Project Name: Procurement of Services: Business Process Review

Procurement Reference number: ECB-RFP 2020/21-01-HR

1. Scope of Contract:

The Consultant is required to:

The Consultant or service provider will, in collaboration with the management and employees / staff of the ECB, conduct an organization-wide Business Processes Review focused on detailed analysis of current (“as-is”) processes, identification of gaps, benchmarking with existing standards and best practice, and design of future (“to-be”) processes to enable seamless, integrated, effective, and efficient execution of its Strategic Plan. Specifically, the consultant will:

- 2.1 Assess all functional processes and document our current (as-is) process maps.
- 2.2 Conduct comparative analysis of our current (as-is) processes/standards and benchmark with other available global standards as well as benchmark organizations;
- 2.3 Identify all key workflow related pain-points among staff in all functions;
- 2.4 Analyze our current (as-is) processes to identify key areas of inefficiencies, waste etc. informing improvement opportunities;
- 2.5 Establish a baseline by quantifying the total sum of organizational cost incurred on our current (as-is) business processes, and a quantified projection on the benefit to be realized in the new (to-be) business processes;
- 2.6 Design ECB’s to-be business processes, clearly showing functional interfaces and seamless workflows, and ensure alignment to strategy and compliance with TQM standards and global best practice;
- 2.7 Recommend opportunities and key areas for automation (if any) on the new (to-be) business processes, as well as suitable approaches;
- 2.8 Work closely with ECB’s Change Management Team and key processes owners to effectively transfer knowledge and manage change;
- 2.9 Work with the Change Management Team to identify key points of impact on staff and risks during new process implementation and advise on appropriate change management mechanisms; and
- 2.10 Advise the Senior Management Team on any other value-add considerations towards improving organization-wide effectiveness and efficiency.

2. **Procurement method used:** Request for Proposals
3. **Date of Invitation of Bids:** 14 August 2020
4. **Closing date for submission of bids:** 14 September 2020
5. **Date and place of opening of bids:** 14 September ECB Main Boardroom ECB
6. **Number of bids received by closing date:** 6
7. **Responsiveness of bids at Bid Opening:** 6

Bidder' s Name	Pricing at Bid Evaluation N\$	Responsive or not responsive (Yes/ No)	Reasons why bid is not responsive
Tesla Energy Solutions	N\$ 3,000 000.00 (VAT INCL)	Yes	Not Applicable
Lithon Project Consultants	Financial Proposal was not opened	No	Did not meet the minimum technical score requirement
Team Consulting	Financial Proposal was not opened	No	Did not meet the minimum technical score requirement
EMCON and Document Warehouse	Financial Proposal was not opened	No	Did not meet the minimum technical score requirement
Business Process Transformation Consulting	Financial Proposal was not opened	No	Did not meet the minimum technical score requirement
African Personnel Services	Financial Proposal was not opened	No	Did not meet the minimum technical score requirement

8. Price comparison for bids that are substantially responsive:

Bidder' s Name	A. Price at Bid Evaluation N\$	B. Bid Price after corrections N\$	C. price after Adjustments N\$	D. Price after Margin of Preference <i>[If applicable]</i>	Rank
Tesla Energy Solutions	N\$ 3,000 000.00 (VAT INCL)	N/A	N/A	N/A	total weighted score of 69 % overall making them the preferred bidder both technically and financially.

9. Best Evaluated Bid:

Considering the scope of service required versus the tendered amount and budgeted amount of N\$ 250 000.00, the amount does not justify services required. It was noted that 28% of the costs comprised of accommodation and transport expenses for consultants. Looking at all factors above the committee concluded the Bid Evaluation Committee resolved to recommend for cancellation of tender process and go for an expression of interest and make budgetary provisions for the project in the next financial year.