



REQUEST FOR EXPRESSIONS OF INTEREST (ZIMRA EOI 05/2022)
For the Supply, Installation, Configuration and Commissioning of a Business Process Management System- for the Zimbabwe Revenue Authority (ZIMRA)

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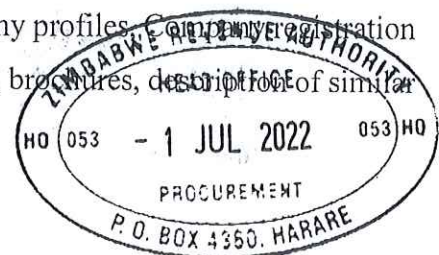
Background

Zimbabwe Revenue Authority (ZIMRA) has made a conscious decision to embark on the improvement of its business processes in line with its 2019-2023 strategy. A Business Process Reengineering Project is aimed at revamping the Authority's organizational processes, systems and procedures with the aim to increase efficiency and improve client service delivery. It is against this background that the Zimbabwe Revenue Authority intends to procure a Business Process Management Solution for mapping and measurement of business processes. ZIMRA hereby invites local and international eligible/qualified solution providers/firms to express their interest in the supply, installation, configuration and commissioning of a Business Process Management Tool.

The high-level specifications for the Business Process Management Tools are as listed below.

- Process Documentation.
- Defining Process Owners (Who owns/performs each of the processes and tasks)
- Defining System Integrations (What systems they interact with.)
- Designing process modeling components to increase modeling productivity.
- Enhanced Business Process Modeling capacity
- Web-based single point of entry
- Business Process Simulation and adjustment
- Process Performance Tracking and Measurement
- Creation of a Drill Down Performance Results Dashboard

Interested Firms should provide information demonstrating that they have the required experience, competences, skills, and qualifications relevant for performance of the services whether as individual firms, joint ventures or as consortia. The Bidders shall submit Company profiles, Company registration documents, Curriculum Vitae of key personnel and professional staff, brochures, description of similar



assignments, experience under similar environment or conditions. Bidders must demonstrate that they have fully established business offices. Prospective Bidders may constitute joint ventures where necessary to enhance their capacity to undertake the assignment.

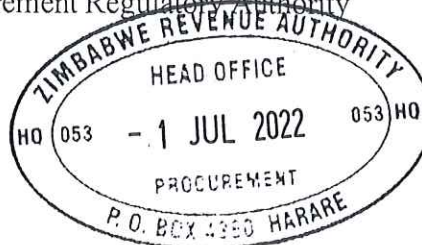
Bidders must possess the following key competencies and experience:

- At least four (4) years of experience in supply and implementation of a Business Process Management Tool being offered.
 - Attach Reference Letters to verify competence.
 - Attach CVs of Bidder's to demonstrate qualifications and level of experience in implementation of offered Business Process Management Tool
 - Attach any relevant documents that support the Bidder' competence and experience.
- Proven ability to implement/install the Business Process Management Tool to enable Users to comfortably use the tool
- Demonstration of a verifiable relationship of local representation in the event of a Foreign Domiciled Supplier of the Business Process Management Tool.
- Proof of Dealership / Partnership with system owner in the event of local Implementing Partner on behalf of a Foreign Supplier/ Owner of System.
- The ability to capacitate ZIMRA on how to use the Business Process Management Tool

The shortlisting of EOI will be based on the following evaluation criteria:

- i. Availability of appropriate skills amongst staff (Attach CVs)
- ii. Experience in Supply, Installation, Training and Maintenance of a Business Process Management Tool
- iii. Functionality of the proposed Tool in line with the high level specifications

The shortlist shall comprise of a minimum of three and a maximum of six firms. However, ZIMRA reserves the right to change this number. Short-listed Consultants will be invited to submit detailed technical and financial proposals, and/or do presentations or demonstrations, as described in Part 1 of the Request for Proposals Procedures in the Standard Request for Proposals for the Selection of Consultancy Services. The Consultant submitting the successful proposal will be engaged on the contractual terms set out in that document and in the General Conditions of Contract for Consultancy Services. Copies of the Act and Regulations and the standard documentation are available on the website of the Procurement Regulatory Authority of Zimbabwe URL <http://www.praz.gov.zw/index.php?lang=en>



This opportunity is open to all Bidders who meet the criteria for eligibility as stated in Section 28 of the Act and who have the nationality of an eligible country as defined in Clause 1.10 of the General Conditions of Contract for Consultancy Services.

Preliminary evaluation criteria for shortlisting of the firms shall be as follows:

1. Must be registered with Procurement Regulatory of Authority of Zimbabwe (PRAZ)
2. At least four (4) years of experience in supply and implementation of a Business Process Management Tool being offered.
3. Bidders must provide a minimum of **three (3)** verifiable references on client letterhead with contact details showing bidders direct experience in the successful provision of similar assignments in the past Four (4) years.
4. Bidders must accompany their expressions of interest with Certificate of Incorporation, CR6 (CR5 under new Act) and CR14 (CR6 under new Act) as proof of Zimbabwean nationality and equivalent company registration documents for Foreign Firms.
5. Proof of Dealership / Partnership with system owner in the event of local Implementing Partner on behalf of a Foreign Supplier/ Owner of System.

Shortlisting Evaluation Criteria for expression of interest

Criteria	Maximum Points
Availability of appropriate skills amongst staff	20 Points
Experience in Supply, Installation, Training and Maintenance of a Business Process Management Tool in the past four (4) years.	40 Points
Functionality of the proposed Tool in line with the high level specifications	40 Points
Total	100 Points

Minimum qualifying score is 80 points for shortlisting

Bidders are required to pay an administration fee of ZW\$ 30,000.00 for Zimbabwean Firms and US\$400.00 for Foreign Firms to the Procurement Regulatory Authority of Zimbabwe for Special Procurement Oversight Committee for certain especially sensitive or especially valuable contracts for this tender in line with Section 54 of the Act as set out in Part IV of the Fifth Schedule to the Public Procurement and Disposal of Public Assets Regulations (S.I 299 of 2020).

ZIMRA will reject an expression of interest if it determines that the consultant has directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in



competing for the Contract or been declared ineligible to be awarded a procurement contract under Section 99 of the Public Procurement and Disposal of Public Assets Act (PPDPA). An expression of interest shall be rejected in this procurement process if a Consulting Firm engages in anti-competitive practices including bidding in more than one expression of interest as a joint venture or consortium partner.

Further information can be obtained at the address below during office hours from 08:00 hours to 1700 hours. A Consultant may submit only one expression of interest. The expression of interest must be submitted in a clearly marked envelope and deposited in the tender box to the address below on or before **28 July 2022 by 10:00hrs** (local Harare time) (GMT + 2 hours) and clearly labelled “**ZIMRA EOI 05/2022: For the Supply, Installation, Configuration and Commissioning of a Business Process Management Tool**”. Late expressions of interest will be rejected.

Attn: The Director

Procurement Management Unit

Zimbabwe Revenue Authority

ZB Centre, 6th Floor, Reception,

Corner First/Kwame Nkrumah, Harare

Telephone: +263 242 773 040/ 7908 11 Ext. 317

E-mail: procurement@zimra.co.zw

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