

# **ESWATINI ENERGY REGULATORY AUTHORITY**



## **REQUEST FOR PROPOSALS**

### **INDIVIDUAL CONSULTANCY FOR THE REVIEW AND DEVELOPMENT OF ORGANISATION-WIDE BUSINESS PROCESSES**

**FOR ESWATINI ENERGY REGULATORY AUTHORITY – TENDER NUMBER  
ESERA/RFP/01/2021-2022**

**JULY 2021**



## **1. BACKGROUND**

The Eswatini Energy Regulatory Authority (ESERA) is seeking for a suitable Business Process Mapping consultant to help with the review and design of an organisation-wide business processes, to enable the effective implementation of its strategic plan.

## **2. THE ASSIGNMENT**

The Consultant will, in collaboration with the management and staff of ESERA, conduct an organisation-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 the Authority's Strategic Plan.

**Specifically, the consultant will:**

- a) Conduct an assessment of all functional processes and document our current (as-is) process maps;
- b) Conduct comparative analysis of our current (as-is) processes and benchmark with other available global standards as well as benchmark organizations;
- c) Identify all key workflow constraints and related pain-points among staff in all functions and recommend solutions;
- d) Analyse our current (as-is) processes to identify key areas of inefficiencies, leakages, waste etc. informing improvement opportunities;
- e) Establish a baseline by quantifying the total sum of organisational cost incurred on our current (as-is) business processes, and a quantified projection on the benefit to be realised in the new (to-be) business processes;
- f) Design ESERA's to-be business processes, clearly showing functional interfaces and seamless workflows, and ensure alignment to strategy and compliance with global best practice;
- g) Recommend opportunities and key areas for automation on the new (to-be) business processes, as well as suitable approaches;
- h) Align current and new process documentation and management, and records management to ISO 9001 Quality Management System requirements.
- i) Conduct and gap analysis and develop a high-level plan for attaining ISO 9001 accreditation.



- j) Analyze current ESERA document and records management system, recommend improvements to improve efficiency, and facilitate integration with intranet.
- k) Work closely with BPM Steering Committee and key processes owners to effectively transfer knowledge and manage change;
- l) Advise the ESERA Executive on any other value-add considerations towards improving organisation-wide effectiveness and efficiency.

### **3. EXPECTED OUTPUTS**

The following are the expected outputs from this assignment:

- a) Current process maps.
- b) Business process analysis report including quantitative baselines, improvement opportunities and projected benefits/gains.
- c) A gap analysis and a high-level plan for attaining ISO 9001 accreditation.
- d) Diagrammatic Business process workflows for all identified and proposed business processes.
- e) A proposal on a phased approach for short term actions as the organization moves towards executing the overall recommendations within an agreed time-frame.
- f) Final report containing: items in a & b above; future (to-be) business processes; recommendations outlining key areas of automation; and recommendations on key change management considerations during implementation of to-be business processes.

### **4. QUALIFICATION**

To qualify for this assignment the individual consultant:

- a) Must have not less than five years of active engagement in business/organisational management consulting;
- b) Must possess relevant professional qualifications and relevant experience in Business Process Mapping (BPM) and Quality Management Systems;
- c) Must demonstrate evidence of similar work done in large and complex organisations, preferably of international nature;
- d) Should have executed BPM projects whose outputs were a key input for organisation-wide;



- e) Must demonstrate evidence of a leading role in development and implementation of a Quality Management System in line with ISO9001.

## 5. DECLARATION OF ELIGIBILITY

[The Consultancy firm must provide a signed declaration on its company letterhead in the following format. If the Proposal is being presented by a joint venture or consortium all members must each sign their own declaration.]

[>>>Name of Consultancy firm, Address, and Date>>>]

To: Chief Executive Officer,  
Eswatini Energy Regulatory Authority  
First Floor, RHUS Office Park,  
Karl Grant Street,  
Mbabane

Dear Sir

### **ESERA/RFP/01/2021-2022 – APPOINTMENT OF CONSULTANCY SERVICE FOR THE REVIEW AND DEVELOPMENT OF ORGANISATION-WIDE BUSINESS PROCESSES FOR ESWATINI ENERGY REGULATORY AUTHORITY”**

We hereby declare that: -

- a) I/We, including any joint venture partners or consortium partners, are a legal entity and have the legal capacity to enter into the contract;
- b) I/We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing;
- c) I/We have fulfilled our obligations to pay taxes and social security contributions;
- d) I/We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and
- e) I/We do not have a conflict of interest in relation to the procurement requirement.
- f) I/We do not have any of its directors or officers, have not been convicted of any criminal offence relating to professional conduct or the making of false statements or misrepresentations as to its qualifications to enter into a procurement contract within a period of five years preceding the commencement of procurement proceedings;



- g) I/We are not subject to suspension in accordance with section 55, and none of its directors or officers have been involved in a tenderer or supplier currently subject to suspension.

Signed .....

*Authorized Representative*

Date .....

**a. The Bid Submission Form**

The bid form below shall be filled and submitted with the technical proposal.

**Bid Submission Form**

***The documents provided here demonstrates adherence to clause 5 of this RFP Document.***

Eligibility Condition (as per clause 5)		
Condition	Document Provided	Issuing Authority/ Entity
A		
B		
C		
D		
E		
F		
G	Trade Reference 1	
H	Trade Reference 2	
I	Trade Reference 3	

**How to Apply:**

Interested Individuals should deliver their Technical and Financial Proposals in a sealed envelope, into the tender box at the Reception of Eswatini Energy Regulatory Authority located at the First floor, RHUS Office Park, Karl Grant Street, Mbabane, Eswatini and should be clearly marked with the words: **Proposals: Business Process Mapping'** no later than **Friday, 30<sup>th</sup> July 2021 at 11H00.**

