EVALUATION COMMITTEE REPORT

EXPRESSION OF INTEREST FOR THE DEVELOPMENT AND IMPLEMENTATION OF ENTERPRISE RESOURCE PLANNING SYSTEM

PROCUREMENT REFERENCE NO: TIMB/ERP/005/2025

PREPARED BY

EVALUATION COMMITTEE

05 NOVEMBER 2025

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Constitution of Evaluation Committee

- In line with Public Procurement and Disposal of Public Assets (PPDPA) Act section 18 (2) the Accounting Officer appointed the following as Evaluation Committee members;

No	Committee Member	Role
1	T. Chimedza	Head Business Development (chairperson)
2	B. Magosvongwe	Head HRA
3	E. Nhemachena	Head ICT
4	W. Bapire	Financial Accountant
6	P. Marumahoko	Compliance Officer
7	T. Shumba	Legal Officer
8	M. Takawira	PMU Advisory

Noting the presence of a quorum, the Chairman welcomed everyone and declared meeting duly constituted.

The Chairperson welcomed all members to the evaluation of TIMB tender for the Development and Implementation of Enterprise Resource Planning System **(TIMB/ERP/005/2025)**

The following Three (3) companies responded by the time of closing the tender;

- NEW HEALTH TWO SIX THREE P/L
- SYNERGY CHARTERED ACCOUNTANTS P/L
- E-PORT P/L

Evaluation Criteria

The bidding document prescribes the evaluation criteria in for only one stage as follows;

- **Technical Evaluation**

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Commercial Evaluation

The bidders were requested to were assessed using the following evaluation criteria method with a minimum technical score of 60% (Pass mark) for the Development and Implementation of Enterprise Resource Planning System **(TIMB/ERP/005/2025)**

SHORTLISTING CRITERIA

Area of Evaluation	What is being Evaluated	Evaluation Criteria	Maximum Score	BIDDER'S SCORE New Health Two Six Three P/L	BIDDER'S SCORE Synergy Chartered Accountants P/L	BIDDER'S SCORE E-Port P/L
Future Roadmap and Innovation	We are assessing the vendor's future roadmap and commitment to innovation. The consideration will be on their plans for incorporating emerging technologies, such as artificial intelligence, machine learning, Internet of Things, Blockchain and mobile capabilities which could bring additional value and benefits to the organisation's different functional areas.	Availability of the following technologies in the bidders' proposed solution: •Artificial Intelligence •Internet of things •Blockchain •Mobile computing •Biometric technologies 1 mark each	5 Marks	4 (No blockchain was demonstrated)	0 (Did not demonstrate any of the features)	4 (No Biometric was demonstrated)
Security and Data Privacy	Does the system comply with relevant industry standards and regulations, and whether it provides robust user authentication.	If the system has audit trails (2 marks) If the system has role-based access control (1 mark) If the	5 Marks	4(No encryption was demonstrated)	0(Did not demonstrate any)	5

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Area of Evaluation	What is being Evaluated	Evaluation Criteria	Maximum Score	BIDDER'S SCORE New Health Two Six Three P/L	BIDDER'S SCORE Synergy Chartered Accountants P/L	BIDDER'S SCORE E-Port P/L
	data encryption, access controls and audit trails to protect sensitive information?	system has Multifactor authentication (1 mark) If the system has encryption capabilities (1 mark)				
Reporting and Analytics	We are evaluating the ERP system's reporting and analytics capabilities. We are further assessing whether it provides comprehensive and customizable reporting options, real-time data visibility and advanced analytics features to support decision making and analysis across functional areas.	If the reports can show real time data (3 marks) If the reports are customizable (5 marks) If the reports can be automated – meaning they can be generated and sent by system without manual preparation each time they are needed (4 marks) If the system has a reports dashboard (3 marks)	15 Marks	11(No automation was demonstrated)	4(Only demonstrated automation)	15

Area of Evaluation	What is being Evaluated	Evaluation Criteria	Maximum Score	BIDDER'S SCORE New Health Two Six Three P/L	BIDDER'S SCORE Synergy Chartered Accountants P/L	BIDDER'S SCORE E-Port P/L
Functionality	Is the ERP capable of providing the necessary features, modules, and workflows to support each functional area? Standard Mandatory Modules The following standard modules are mandatory and should be part of the bidders' systems for presentation during evaluation: 1. Accounting and Finance Management 2. Human Capital and Administration 3. Procurement Management 4. Document Management 5. Asset Management	Availability of the 15 modules listed under Scope of Services. Each functional module carries 1 mark	15 marks	13 (No shipping and risk management demonstrated)	8 (No grower management, Licensing, LMS, stop order, shipping, sales floor and dashboard demonstrated)	12 (No shipping, licensing, risk, demonstrated)

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Area of Evaluation	What is being Evaluated	Evaluation Criteria	Maximum Score	BIDDER'S SCORE New Health Two Six Three P/L	BIDDER'S SCORE Synergy Chartered Accountants P/L	BIDDER'S SCORE E-Port P/L
Customization and Configuration	Can the ERP be tailored to align with the unique business processes and requirements of each functional area without excessive complexity or development effort?	We are looking at unique modules that the vendor has implemented and are being used elsewhere. 3 marks per customized module, maximum 5 modules.	15 marks	7.5 (2 fully customized and 1 partially customized)	0 (no customization was demonstrated)	9 (fully customized)
Industry suitability and adaptability	Has the system been tried and tested in the tobacco industry? Is the supplier currently providing/supporting the same ERP anywhere within the tobacco industry?	Has the supplier implemented the 5 Standard Mandatory Modules. 1 Mark for each module implemented.	5 Marks	5	5	5
Integration	Is the ERP capable of easy integration with existing systems and database? Can the ERP seamlessly exchange data and communicate	If there are API external integrations (Zimra, NSSA, Banks) = 10 marks Any other API integration = 5 marks. No	10 marks	10	0 (no API demonstrated)	10

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Area of Evaluation	What is being Evaluated	Evaluation Criteria	Maximum Score	BIDDER'S SCORE New Health Two Six Three P/L	BIDDER'S SCORE Synergy Chartered Accountants P/L	BIDDER'S SCORE E-Port P/L
	with other systems using APIs to ensure smooth information flow across functional areas?	integration = 0 This will be verified on site visits.				
Scalability and Performance	What is the ERP system's ability to handle a growing volume of data and users? Is it capable of scaling to accommodate the organization's future needs.	If system data subjects are: 100,000 and above = 5 marks For below 100,000 = (x/100,000) *5 Where x = number of data subjects in bidders' reference system.	5 marks	0.25 (5 000 data subjects)	0 (no data subjects were demonstrated)	0.75 (15 000 data subjects)
Vendor Support and Reliability	We are evaluating the reputation, track record and customer support capabilities of the ERP system vendor. The assessment will focus on ability to provide on-going technical support, system	If the bidder has ticketing system = 5 marks	5 marks	5	0 (no ticketing demonstrated)	5

Area of Evaluation	What is being Evaluated	Evaluation Criteria	Maximum Score	BIDDER'S SCORE New Health Two Six Three P/L	BIDDER'S SCORE Synergy Chartered Accountants P/L	BIDDER'S SCORE E-Port P/L
	updates, bug fixes, and training to ensure the smooth operation of the ERP system across functional areas.					
Vendor Support and Reliability	We are evaluating the reputation, track record and customer support capabilities of the ERP system vendor. The assessment will focus on ability to provide on-going technical support, system updates, bug fixes, and training to ensure the smooth operation of the ERP system across functional areas.	Does the bidder have a dedicated support team of at least two employees. Employment to be verified by bidder's HR records. If 2 or more = 5 marks If less than 2 people = 0	5 marks	5	0 (no support team shown)	5
Project Management	We are evaluating the vendor's project	If bidder has an agile project managemen	5 marks	5	0(no software demonstrated)	5

Area of Evaluation	What is being Evaluated	Evaluation Criteria	Maximum Score	BIDDER'S SCORE New Health Two Six Three P/L	BIDDER'S SCORE Synergy Chartered Accountants P/L	BIDDER'S SCORE E-Port P/L
	management capabilities using agile methods and standard tools/frameworks.	t software tool = 5 marks If bidder has no agile software tool = 0				
Disaster Recovery	We are evaluating the bidder's ability to recover in the event of a disaster affecting the system during development.	If Disaster Recovery environment is there = 10 marks. If Disaster Recovery environment is not available = 0	10 marks	10	0 (no environment shown)	10
Total						

COMMITTEE RECOMMENDATIONS –TECHNICAL EVALUATION

DISQUALIFIED

Synergy Chartered Accountants P/L was disqualified for scoring below the minimum qualifying having a score of 17% against a minimum of 60%.

The two (2) bidders, namely **New Health Two Six Three P/L and E-Port P/L**, were compliant with the technical requirements and scored above the minimum required score of 60%. Therefore, they were shortlisted to proceed to the Financial Evaluation.

Evaluation Committee Member Signatures

NAME	DESIGNATION	SIGNATURE	DATE
T. Chimedza	Head Business Development (chairperson)		21/11/25
B. Magosvongwe	Head HRA		21/11/25
E. Nhemachena	Head ICT		21/11/25
W. Bapire	Financial Accountant		24/11/25
P. Marumahoko	Compliance Officer		24/11/25
T. Shumba	Legal Officer		21/11/25