

CONTRACT AWARD INFORMATION – CONSULTANCY SERVICES

(ESTABLISHMENT OF A CENTRAL REVENUE AUTHORITY)

(Consultancy to Develop a Branded Customer Service Experience at the Barbados Revenue Authority)

1. Summary of Scores:

Names of Single Sourced Consultant	Country	Technical Proposal Scores						Financial Proposal Prices		Total Combined Score	Final Rank
		Specific Experience (125)	Methodology (150)	Key Experts (225)	Knowledge Transfer ()	National Experts Participation ()	Total (100%)	Submitted Price (BDS\$)	Evaluated Price (BDS\$)		
National Initiative for Service Excellence (NISE)	Barbados	105	124	190			83.80	49,879.00	49,879.00		

2. Name of Successful Consultant: National Initiative for Service Excellence

3. Successful Proposal's Price: BDS\$49,879.00

4. Commencement Date of Contract: February 9, 2015

5. Duration of Contract: Six (6) months

6. Summary Scope of Contract:

This Consultancy will:

- Conduct an Assessment of the Current Internal and External Environments, utilizing employee engagement and customer satisfaction focus groups as well as a brand audit designed to review and analyse:

- the current service standards used to identify best practices that were in operation at the legacy entities;
 - the impact of the integration of the legacy agencies on the organisational climate (Employee Engagement Focus groups);
 - how products/services supplied by BRA meet, exceed or fall short of customer expectation/satisfaction (Customer Satisfaction/Brand Audit Focus Groups); and
 - brand identity and brand value (Brand Audit).
- Identify the strategic and operational issues facing BRA in the delivery of the desired level of customer service.
 - Identify and agree on the Best Practice Customer Service Standards for the BRA.
 - Articulate the strategic direction (vision and objectives) for the delivery of branded customer service.
 - Formulate strategies for attaining the vision and addressing the key issues.
 - Develop the brand identity to support the service excellence brand strategy:
 - Define the key elements of the service brand.
 - Identify the key customer segments and the best way to meet their needs while strengthening the brand.
 - Build a platform for the development and publication of a Customer Service charter derived from the established service standards (The consultant will provide professional guidance in developing the Customer Service Charter. The content of the Charter will be guided by the review and analysis of best practice customer service charters in similar organisations).
 - Conduct a one-day Leadership for Service Excellence workshop that will focus on providing senior managers, middle managers and supervisors with the skills necessary to lead and manage the customer oriented change processes within BRA.

7. Method of Evaluation: Single Source Selection

8. Minimum Technical Proposal Score required to open Financial Proposal: Seventy points (70)