KENYA DAIRY BOARD

"Quality milk for health and wealth"

REQUEST FOR PROPOSAL

PROPOSED SUPPLY, INSTALLATION, CONFIGURATION, TESTING AND COMMISSIONING OF AN ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION FOR KDB

RFP NO: KDB/RFP/ERP/2019-2020

CLOSING DATE: 17TH JUNE, 2020
10.30AM

NSSF Building, Block A 10th Floor, Eastern Wing, P.O. Box 30406-00100 (GPO) Nairobi' Telephone: 310559/341302, Mobile: 0733-521438, 0722-573432 Email: info@kdb.co.ke

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1. SECTION I: LETTER OF INVITATION

TENDER REFERENCE NO: KDB/RFP/ERP/2019/2020

TENDER NAME: PROPOSED SUPPLY, INSTALLATION, CONFIGURATION TESTING AND COMMISSIONING OF AN ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION.

Kenya Dairy Board (KDB) is a state corporation under the Ministry of Agriculture and Irrigation established through an Act of Parliament, CAP 336 of the Laws of Kenya. It is from this Act that the Board derives its mandate of regulating, developing and promoting the dairy industry in Kenya. The Board has a role to promote development and adoption of modern and appropriate technologies, equipment's and ICT to improve efficiency and productivity in the dairy value chain.

In line with its endeavours to position the Institution on a global platform and enhance its reputation, KDB invites qualified companies, or their representatives, to submit a proposal for the implementation of an Enterprise Resource Planning (ERP) System. This solution will allow KDB to integrate all data and processes into a unified system that improves corporate efficiency by facilitating inter-departmental coordination, provides the information and tools to support enhanced decision-making, and a platform that allows timely adaptation to the constant changes of the industry and be a centre of excellence in the Research on dairy products, nationally and regionally.

For each tender the bidder shall prepare two (2) technical proposals and two (2) financial proposals in **("1 ORIGINAL" and "1 COPY**)which shall be clearly marked as appropriate. The bid document of the technical proposal shall be sealed in an envelope clearly marked "Technical Proposal" and the bid document of the financial proposal shall be sealed in an envelope clearly marked "Financial Proposal" with a warning, "Do not open together with the technical proposal". Bidders to paginate all the tender documents submitted.

Prices quoted should be net inclusive of all taxes and delivery costs, must be expressed in Kenya Shillings and shall remain valid for a period of one hundred and twenty (120) days from the closing date of the tender.

The envelope containing the financial proposal should have the bidders name and address clearly marked on the outside. Both envelops shall be placed in an outer envelope and sealed. The outer envelope, bearing no indication of the bidder and clearly marked **"PROPOSED SUPPLY, INSTALLATION, CONFIGURATION, TESTING AND COMMISSIONING OF AN ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION"- RFP NO: KDB/RFP/ERP/2019-2020** should be deposited in the tender box at KDB Headquarters, NSSF Building Block A. Eastern wing 10th Floor so as to reach not later than **17TH June, 2020** at **10.30am** local time.

Tenders shall be opened immediately after closing time in the presence of Bidders' or representatives who choose to attend at KDB Boardroom, NSSF Building, Block A Eastern wing 11th Floor.

KDB may terminate the procurement proceedings prior to entering into a contract and reserves the right to accept or reject a tender in whole or in part without being bound to give reasons for its decision or incurring any liability. The Board is also not obligated to award to the firm that offers the lowest price.

Canvassing will lead to automatic disqualification.

MANAGING DIRECTOR

2. SECTION II: INFORMATION TO CONSULTANTS

2.1 Introduction

Kenya Dairy Board (KDB) is a state corporation under the Ministry of Agriculture and Irrigation established through an Act of Parliament, CAP 336 of the Laws of Kenya. It is from this Act that the Board derives its mandate of regulating, developing and promoting the dairy industry in Kenya.

2.1.1 KDB invites interested, eligible and qualified firms with relevant experience in similar undertakings to submit their bids.

2.1.2 The consultants are invited to submit a Technical Proposal and a Financial Proposal in separate envelopes.

2.1.3 The consultants must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain first-hand information on the assignment and on the local conditions, consultants are encouraged to liaise with the Client regarding any information that they may require before submitting a proposal.

2.1.4 Please note that (i) the costs of preparing the proposal and of negotiating the Contract, including any visit to the Client are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.

2.1.5 The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate

2.2 Clarification and Amendment of RFP Documents

2.2.1 Consultants may request a clarification of any of the RFP documents only up to seven [7] days before the proposal submission date. Any request for clarification must be sent in writing by paper mail, cable, telex, facsimile or electronic mail to the Client's address indicated in the Appendix "ITC". The Client will respond by cable, telex, facsimile or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited consultants who intend to submit proposals.

2.2.2 At any time before the submission of proposals, the Client may for any reason, whether at his own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, cable, telex or facsimile to all invited consultants and will be binding on them. The Client may at his discretion extend the deadline for the submission of proposals.

2.3 Preparation of Technical Proposal

2.3.1 The Consultants proposal shall be written in English language

2.3.2 In preparing the Technical Proposal, consultants are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

2.3.3 While preparing the Technical Proposal, consultants must give particular attention to the following:

2.3.3.1 If a firm considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture or sub-consultancy as appropriate. Consultants shall not associate with the other consultants invited for this assignment. Any firms associating in contravention of this requirement shall automatically be disqualified.

2.3.3.2 It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.

2.3.3.3 Proposed professional staff must as a minimum, have the experience indicated in the bid document, preferably working under conditions similar to those prevailing in Kenya.

2.3.3.4 Alternative professional staff shall not be proposed and only one Curriculum Vitae (CV) may be submitted for each position.

2.3.4 The Technical Proposal shall provide the following information using the attached Standard Forms;

2.3.4.1 A brief description of the firm's organization and an outline of recent experience on assignments of a similar nature. For each assignment the outline should indicate inter alia, the profiles of the staff proposed, duration of the assignment, contract amount and firm's involvement.

2.3.4.2 Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by the Client.

2.3.4.3 A description of the methodology and work plan for performing the assignment.

2.3.4.4 The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member and their timing.

2.3.4.5 CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last ten (10) years.

2.3.4.6 Estimates of the total staff input (professional and support staff staff-time) needed to carry out the assignment supported by bar chart diagrams showing the time proposed for each professional staff team member.

2.3.5 The Technical Proposal shall not include any financial information.

2.4 Preparation of Financial Proposal

2.4.1 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms. It lists all costs associated with the assignment including;

2.4.1.1 remuneration for staff (in the field and at headquarters), and;

2.4.1.2 Reimbursable expenses such as subsistence (per diem, housing), transportation (international and local, for mobilization and demobilization), services and equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, surveys, and training, if it is a major component of the assignment. If appropriate these costs should be broken down by activity.

2.4.2 The Financial Proposal should clearly identify as a separate amount, the local taxes, duties, fees, levies and other charges imposed under the law on the consultants, the sub-consultants and their personnel, unless Appendix "A" specifies otherwise.

2.4.3 Consultants shall express the price of their services in Kenya Shillings.

2.4.4 Commissions and gratuities, if any, paid or to be paid by consultants and related to the assignment will be listed in the Financial Proposal Submission Form.

2.4.5 The Proposal must remain valid for 120 days after the submission date. During this period, the consultant is expected to keep available, at his own cost, the professional staff proposed for the assignment. The Client will make his best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the consultants shall agree to the extension.

2.5 Submission, Receipt, and Opening of Proposals

2.5.1 The original proposal (**Technical Proposal and, Financial Proposal)** shall be prepared in indelible ink. It shall contain no interlineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person authorized to sign the proposals.

2.5.2 For each proposal the individual consultants shall prepare the proposals in the number of copies indicated in the special conditions of contract. Each Technical proposal and Financial proposal shall be marked "ORIGINAL" or "COPY" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original shall govern.

2.5.3 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the document. Any proposal received after the closing time for submission of proposals shall be returned to the respective consultant unopened.

2.5.4 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the opening committee. The Financial Proposal shall remain sealed and deposited with a responsible officer of the client department up to the time for public opening of financial proposals.

2.6 Proposal Evaluation General

2.6.1 From the time the bids are opened to the time the Contract is awarded, if any consultant wishes to contact the Client on any matter related to his proposal, he should do so in writing at the address indicated in the document. Any effort by the firm to influence the Client in the proposal evaluation, proposal comparison or Contract award decisions may result in the rejection of the consultant's proposal.

2.6.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

2.7 Evaluation of Technical Proposal and Financial Proposal

2.7.1 The evaluation committee appointed by the Client shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria. Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated.

2.7.2 While comparing proposal prices between local and foreign firms participating in a selection process in financial evaluation of Proposals, firms incorporated in Kenya where indigenous Kenyans own 51% or more of the share capital shall be allowed a 10% preferential bias in proposal prices. However, there shall be no such preference in the technical evaluation of the tenders. Proof of local incorporation and citizenship shall be required before the provisions of this sub-clause are applied. Details of such proof shall be attached by the Consultant in the financial proposal.

2.7.3 After completion of the evaluation of Technical proposals the procuring entity shall notify the individual consultants whose proposal did not meet the minimum technical score or were declared non responsive to the RFP and terms of reference. The notification will indicate that their financial proposals shall not be opened and will be returned to them unopened after the completion of the selection process and contract award. At the same time, the

2.7.4 Procuring entity shall simultaneously notify the consultants who have secured the minimum technical score that they have passed the technical qualifications and inform them the date and time set by the procuring entity for opening their financial proposal. They will also be invited to attend the opening ceremony if they wish to do so.

2.7.5 The financial proposals shall be opened by the procuring entity in the presence of the individual consultants who choose to attend the opening. The name of the individual consultant, the technical score and the proposed fees shall be read out aloud and recorded. The evaluation committee shall prepare minutes of the opening of the financial proposals.

2.7.6 The evaluation committee will determine whether the financial proposals are complete (i.e. whether the consultant has costed all the items of the corresponding Technical Proposal and correct any computational errors. The cost of any unpriced items shall be assumed to be included in other costs in the proposal. In all cases, the total price of the Financial Proposal as submitted shall prevail.

2.7.7 The formulae for determining the Financial Score (Sf) shall, unless an alternative formula is indicated in the Appendix “ITC”, be as follows: -

Sf = 100 X FM/F where Sf is the financial score; Fm is the lowest priced financial proposal and F is the price of the proposal under consideration. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T=the weight given to the Technical Proposal: P = the weight given to the Financial Proposal; T + p = I) indicated in the Appendix. The combined technical and financial score, S, is calculated as follows: - S = St x T %

Sf x P %. The firm achieving the highest combined technical and financial score will be invited for negotiations.

The tender evaluation committee shall evaluate the tender within 21 days of from the date of opening the tender.

2.8 Contract price variations shall not be allowed for contracts not exceeding one year (12 months).

2.8.1 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price

2.8.2 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

2.9 Negotiations

2.9.1 Negotiations will be held at the same address as "address to send information to the Client". The aim is to reach agreement on all points and sign a contract.

2.9.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then work out final Terms of Reference, staffing and bar charts indicating activities, staff periods in the field and in the head office, staff-months, logistics and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the "Description of Services" and form part of the Contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.

2.9.3 Unless there are exceptional reasons, the financial negotiations will not involve the remuneration rates for staff (no breakdown of fees).

2.9.4 Having selected the firm on the basis of, among other things, an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the experts will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the firm may be disqualified.

2.9.5 The negotiations will conclude with a review of the draft form of the Contract. To complete negotiations the Client and the selected firm will initial the agreed Contract. If negotiations fail, the Client will invite the firm whose proposal received the second highest score to negotiate a contract.

2.9.6 The procuring entity shall appoint a team for the purpose of the negotiations.

2.10 Award of Contract

2.10.1 The Contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other consultants on the shortlist that they were unsuccessful and return the Financial Proposals of those consultants who did not pass the technical evaluation.

2.10.2 The selected firm is expected to commence the assignment on the date and at the location specified.

2.10.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.10.4 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.10.5 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.10.6 To qualify for contract awards, the tenderer shall have the following:

a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.

b) Legal capacity to enter into a contract for procurement

c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.

d) Shall not be debarred from participating in public procurement.

2.11 Confidentiality

2.11.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the Contract.

2.12 Corrupt or fraudulent practices

2.12.1 The procuring entity requires that the consultants observe the highest standards of ethics during the selection and award of the consultancy contract and also during the performance of the assignment The tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.12.2 The procuring entity will reject a proposal for award if it determines that the consultant recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

2.13 EVALUATION PROCESS

2.13.1 The prospective Bidder must comply with preliminary qualifications mentioned in this RFP. In case the Bidder does not fulfill any of the criteria, their bids will be rejected and shall not be considered for further evaluation.

2.13.2 The Bidder(s) will be evaluated on QCBS (Quality cum Cost Based Selection) System. There will be 80% weightage for Technical Bid and 20% for Commercial/financial Bid.

2.13.3 The received tenders will be evaluated in three stages as detailed below:

2.13.3.1 STAGE 1: Compliance with Mandatory/ Preliminary and mandatory technical Requirements;

2.13.3.2 STAGE 2: The Technical Evaluation- Capacity to Deliver the Service totaling to 80% distributed as follows:

2.13.3.2.1 Section 1: Mandatory technical (Selected general aspects of the system-scores YES/NO)

2.13.3.2.2 Section 2: Technical scoring (The detailed aspects of proposed ERP Solution-aggregated scores totaling to 60%)

2.13.3.2.3 Section 3: Demonstration of the proposed solution–aggregated scores totaling to 20%)

2.13.3.3 STAGE 3 The Financial Evaluation (quoted prices, liquidity)

2.13.3.4 STAGE 4: Ranking of the bidders using the formula

2.13.3.5 STAGE 5: Due-diligence (Mandatory and scoring)

2.13.4 **STAGE 1: Compliance with Mandatory/ Preliminary Requirements;**

The mandatory preliminary requirements will be on a yes/no basis and a bidder fails to comply in any of them, will not be evaluated further.

No.	Requirements	Bidders Response Yes/No	Reference Page in the Document
MR1	Must submit a copy of certificate of registration/Incorporation		
MR2	Must submit copy of CR12 form issued by the Registrar of Companies		
MR3	Must Submit a copy of Valid/ Current Tax Compliance certificate and PIN		
MR4	Must submit Audited financial Statements for two years – 2018 and 2019		
MR5	Must provide a valid Business permit issued by the County Government		
MR6	Valid Manufacturer Authorization letters from the proposed OEM's/manufacturer confirming Authorizing the bidder to submit a bid.		
MR7	Must submit a dully filled up Confidential Business Questionnaire in format provided		
MR 8	Must submit curriculum vitae of lead consultant and key personnel.		
MR9	Must submit Company profile including the organization structure		
MR10	Must submit a delivery schedule		
MR11	Power of attorney/ Authorization Letter, Giving the name of person who should be signing the Bid, authorizing him to submit/execute this agreement as a binding document		
MR12	The tenderer must have an average annual turnover of at least Kshs 10M and at least 50% of the turnover must be attributable to sale, supply and implementation of ICT Systems. Liquidity and Profit Margin.		
MR13	Bid security of Kshs 200,000.00 The bid security should remain valid for one hundred and twenty (120) days.		
MR14	Certificate/letter of accreditation from ICT Authority or prequalification by Ministry of ICT.		
MR15	Must Submit duly filled and stamped Anti-Corruption Declaration Pledge Form		
MR16	Pagination/serialization/numbering of the tender document submitted (All pages)		

2.13.5 **STAGE 2:**

The Technical Evaluation- Capacity to Deliver the Service totaling to 80% distributed as follows: The technical proposal will be divided into two namely: mandatory technical requirements and scored technical requirements. Only bidders who pass section 1 will be subjected to section 2 evaluations.

(a) **Section 1:** Mandatory technical specification (Selected general aspects of the system). Requirements will be evaluated on a yes/no basis and if a bidder fails in any of them, he will not proceed to **Section 2**.

(b) **Section 2:** Detailed technical specifications

(c) **Section 3:** Demonstration Technical scoring (The detailed aspects of ERP solution propose aggregated scores totaling to 30 Marks)

SECTION 1: MANDATORY TECHNICAL SPECIFICATION

	MANDATORY TECHNICAL SPECIFICATION (TOTAL SCORE=YES/PASS)		
	*The solution will be evaluated on meeting the identified mandatory technical aspects of the solution.**(Any bidder who gets a 'no' in any of the identified mandatory aspects, will be disqualified**)*	**Bidder's response**	**Reference page in the document**
2.13.5.1	The system should be developed must have a capability to be viewed in all operating systems and devices without distortion of information and user interface		
2.13.5.2	**Scalability and Performance -** One of the fundamental requirements of solution architecture to be provided by the vendor is its ability to scale up as and when new applications and services are added and transaction volumes increase without compromising the performance of the overall solution. It should provide for Scale-Up and Scale out on the Application, Web Servers, Database Servers, Application Integration Servers, and all other solution components.		
2.13.5.3	**Availability** - Solution should be designed to remove all single points of failure. The solution should provide the ability to recover from failures, thus protecting against many multiple component failures.		
2.13.5.4	**Manageability –** All the components of the system must be managed from a remote management station. Shall provide custom reporting of current and historical system performance parameters. Performance parameters to be tracked include resource utilization (CPU, Memory, Hard Disk, I/O, and Processes), uptime, throughput, device alerts/failure etc.		
2.13.5.5	**Architecture-** The system should support a multi-tier architecture with each tier fully independent. It should have the ability to integrate with Active Directory (for authentication) and e-mail system and also provide a flexible API for system integration and application development.		
2.13.5.6	The system should provide a modular facility to customize the document management interface to meet specific functional requirements		

	MANDATORY TECHNICAL SPECIFICATION (TOTAL SCORE=YES/PASS)		
	*The solution will be evaluated on meeting the identified mandatory technical aspects of the solution.**(Any bidder who gets a 'no' in any of the identified mandatory aspects, will be disqualified**)*	**Bidder's response**	**Reference page in the document**
	Security		
2.13.5.7	a) Login, password and user settings are limited to administrator role and define password strength and alerts to change password for a defined period b) Different confidentiality settings for groups and individuals to be managed by the administrator. c) Modern threat protection, customizable content controls and an intuitive web-based console d) Configure Violations to warn users, block the files from being posted and/or replace the files with custom text. e) The system must support extensive audit trails at folder/ aggregation of records level to the lowest object level for each action done by a particular user by stamping the user name, date and time. The system should ensure that the audit trails remain unalterable f) Audit trail on Users, functions accessed with details of transactions posted to a secure log file. g) Maintain Disk Storage of Audit Trail Log file (log password restricted) h) Provide system's security driven by roles, so as to reduce the number of security profiles that need to be maintained. i) The system should have adequate data entry security controls, validation, check digit, etc. j) Definable password security permission with read, update, add, delete and post.		
2.13.5.8	**System integration** a) Seamlessly Integration with relevant existing systems and allow for future integration too. b) The solution/interface needs to be integrated with the back end government Systems, among others for effective transfer/retrieval of information to and from the backend application c) Should support both Synchronous and Asynchronous communication (message exchange) with the backend business applications d) The integration should enable Administrators to easily surface documents in the system, allowing them to: i. Link to one or more individual documents selected from the system ii. Create lists of documents based on specific selection criteria: e.g. library, folder or metadata iii. Insert links to individual documents inside rich text areas iv. Easily give access to documents in other systems by selecting libraries, for folders or individual files. v. Allow users to edit and add documents directly to system		

	MANDATORY TECHNICAL SPECIFICATION (TOTAL SCORE=YES/PASS)		
	*The solution will be evaluated on meeting the identified mandatory technical aspects of the solution.**(Any bidder who gets a 'no' in any of the identified mandatory aspects, will be disqualified**)*	**Bidder's response**	**Reference page in the document**
2.13.5.9	**Workflow** a) The bidder is to automate all the processes b) Develop workflow for each of the processes and allow for proper management of the same. The workflow should be accessible anywhere. c) The system should support authorized users to forward records/documents for approval in a predefined and flexible route. d) Users in the workflow should be able to access the work items in their inbox and process them accordingly. These inboxes shall have the facility to categorize overdue work, pending work, all my work, work assigned, by filtering using the user login ID e) The System should provide for hosting of commonly used forms and documents so that users can open, fill, sign and forward them for processing and online approval without printing them. f) System should allow for digital signature for online approvals g) Creation of different action codes (attributions) for different tasks with different automatic h) Automatic alerts e.g. e-mail, Short Message Service etc. or notification for pending work to officers i) Clear overview in one window of all attributions to a person or to a department (reminders diary) j) Search for persons/departments and their attributed, closed, open and overdue attributions k) Version control for documents l) The Workflow solution shall support dynamic rights allocation on objects after receiving the work item. The rights should be enabled / disabled automatically as the letter is routed in the defined path. m) The system should support time and event based reminders and automatic escalations to relevant user after specified time intervals pending work items, completed items, items pending with specific users etc. n) The system should provide a facility for assigning tasks and deadlines for users in a work flow. o) The system should provide for the change of deadlines based on user requirements		
2.13.5.10	**Documentations** a. Provide technical documentation detailing how the system has been setup and how the various features will be utilized b. Create backup and disaster recovery plan c. Create documents and guides for day-to-day use of the system by end users d. On-going support, user management and system administration e. On-going maintenance of application and database server		

	MANDATORY TECHNICAL SPECIFICATION (TOTAL SCORE=YES/PASS)		
	*The solution will be evaluated on meeting the identified mandatory technical aspects of the solution.**(Any bidder who gets a 'no' in any of the identified mandatory aspects, will be disqualified**)*	**Bidder's response**	**Reference page in the document**
	f. Provide technical documentation detailing core integration		
2.13.5.11	**Notifications** The system should have a capability sending notifications to the relevant user/stakeholder		
2.13.5.12	**Business continuity** Ability to create scheduled backups of system data. System should allow different backups including daily, weekly among others, as well as remote backups, online backups and multiple backups and real-time replication		
2.13.5.13	Have multi-user capability: with many users logging in at the same time (Network operating systems and Database systems).		
2.13.5.14	The system be accessible over LAN and WAN using client server.		
2.13.5.15	Run on Relational Database Management System such as SQL, Oracle, Sybase, or DB2.		
2.13.5.16	Provide Detailed Operational and Maintenance Manuals and On-line Reference Manual.		
2.13.5.17	Training Operators on daily operations of the system.		
2.13.5.18	Training IT staff on management and user support of the software.		
2.13.5.19	Capable of interfacing with the popular spreadsheets for production of ad hoc reports.		
2.13.5.20	Separation of business application system access and administration from that of Database Administration and Operating System access and administration.		
2.13.5.21	Extract, transform (where necessary) and load all existing finance and Human Resource and LIS data from legacy automated systems, soft copy, printed files and other materials		
2.13.5.22	Transactions made in one module should be transparent to other modules		
2.13.5.23	The system should be modular allowing phased implementation of additional modules.		
2.13.5.24	The system must be adaptable and scalable with changing technology		
2.13.5.25	A comprehensive work plan showing the scheduling of project tasks and resource allocation.		
2.13.5.26	A clear statement to offer warranty for a period of one year and post warranty support of at least three years.		
2.13.5.27	Vendors must have an existing helpdesk to provide 24X7 support for system to be offered by the bidder during the contract period		
2.13.5.28	Valid Manufacturer authorization letters from the proposed OEM's/manufacturer confirming authorization of the bidder to submit a bid(Exemptions will be made where the OEM manufacturer is the one bidding, though evidence will be expected)		
2.13.5.29	Software licensing clearly stated including annual maintenance if any.		
2.13.5.30	Draft SLA attached in bid document		

	MANDATORY TECHNICAL SPECIFICATION (TOTAL SCORE=YES/PASS)		
	*The solution will be evaluated on meeting the identified mandatory technical aspects of the solution.**(Any bidder who gets a 'no' in any of the identified mandatory aspects, will be disqualified**)*	**Bidder's response**	**Reference page in the document**
2.13.5.31	The vendor should have the ability to streamline integration of ERP solution with existing licensing and inspection system (LIS) which is on SharePoint platform.		
2.13.5.32	The system should be user friendly, menu driven with extensive online help facilities.		
2.13.5.33	The system should have an extensive use of parameters and tables to ensure that the system is flexible to enable the KDB accommodate future changes.		
2.13.5.34	**Reports:** a. Have an adhoc report writer that will enable KDB to design and tailor existing reports to meet specific reporting requirements. b. Statutory and user defined reports and Queries for each module		
2.13.5.35	Transaction Rollback After Crash, System Integrity Check for file and data corruption.		
2.13.5.36	Solution is web enabled and support XML and XHTML.		
2.13.5.37	Ability to integrate with existing email service		
2.13.5.38	Every subsystem/module should have an analytic dashboard and also have executive dashboard for senior management.		

SECTION 2: DETAILED TECHNICAL SPECIFICATIONS

<table>
<tr><td colspan="3">2. DETAILED TECHNICAL SPECIFICATIONS (TOTAL SCORE=80%)</td></tr>
<tr><td>Detailed Technical Specs</td><td>The solution will be evaluated on meeting the detailed technical aspects As per technical specification mentioned in this document respectively that will not have been evaluated under mandatory as outlined above</td><td>80</td></tr>
<tr><td colspan="3">1. CAPABILITY OF THE FIRM, PAST PERFORMANCE, METHODOLOGY AND DEMONSTRATION (TOTAL SCORE=80%)</td></tr>
<tr><td rowspan="3">Capability of The Firm, Past Performance, Methodology and Demo</td><td>Past Experience
1. Previous handling of 5 similar projects –
a. Provide a list of major customers where you have successfully implemented the ICT systems.
(Provide contact details and company/organization, contracts/award letter/LPO, project details, completion certificate/letter etc.).</td><td>15</td></tr>
<tr><td>Methodology
1. Adequacy of the proposed methodology and work plan in responding to the Terms of Reference
2. Clear and concise project implementation/execution plans with logical sequence of tasks and milestones
3. Project organization chart with clear roles, responsibilities and reporting lines
4. Complete training plan for technical, super users and end users
5. Testing plan and migration plan
6. Vendor support mechanism/plan after go-live (within and after the six months' support period)</td><td>10
5
5
5
5
5</td></tr>
<tr><td>Demonstration of The System
(Technical aspects-any existing system that has the functionalities described in the technical specification section and terms of reference in this document)</td><td>30</td></tr>
<tr><td colspan="3">3. TECHNICAL STAFF COMPETENCES (TOTAL SCORE=80%)
Attach the CVs accompanied by copies of Academic and specialization certificates for key personnel proposed for administration and execution of the contract</td></tr>
<tr><td>Project Manager</td><td>1. Masters in Computer Science, Engineering, ICT or related degree
2. (S)He should have a minimum of 10 years' experience in ICT field
3. Minimum of 5 years' experience in Project Management
4. Professional experience in developing and implementing and managing scalable systems with competencies in system analysis and design, business continuity management (BCM) and information security management and IT in general. Give a minimum of four projects
5. (S)He should have a PMI or other equivalent project management certifications and/or training in project management and/or certification in business analysis or any relevant field.</td><td>15</td></tr>
</table>

Security expert	1. B.SC/ in Computer Science, Software Engineering or related degree 2. Have relevant certifications in the area of system security. 3. 4+ years of experience in ICT security field and should have experience in ICT systems security design, development, Implementation. Give a minimum of four projects	**15**
System designer and developer/ System Engineer	1. B.Sc in Computer Science, Software Engineering or related degree 2. Have relevant certifications in systems development e.g. expert system engineering professional (ESEP), certified system engineering professional (CSEP) etc. and have relevant certification in the area of web-based systems and certification in various Programming software e.g. C, C++, ORACLE, MYSQL, the area. 3. 4+ years of experience in ICT system design, development and implementation. Give a minimum of four projects	**15**
Database developer and administrator	1. B.Sc or Diploma in computer science/IT or relevant field and have relevant certifications in the area of database development. 2. (3 Years) experience in system development/ or in relevant field. give reference of three projects	**10**
System integration expert	1. B.Sc or Diploma in computer science/IT or relevant field and 2. Have relevant certifications in the area of system development. 3. (3 Years) experience in system development and integration/ or in relevant field. Give reference of three projects	**15**
Web-based system developer	1. B.Sc or Diploma in computer science/IT or relevant field and have relevant certifications in the area of system development. 2. (3 Years) experience in online/web based system development or in relevant field. Give reference of three projects	**10**

SECTION 3: DEMONSTRATION TECHNICAL

Demonstration Technical scoring (The detailed aspects of proposed ERP solution aggregated scores totalling to 30%)

No	Criteria	Marks
1.	System is easy to use and has a clean interface, uses web based technology and is mobile responsive	**5**
2.	Seamless end to end demonstration of all processes	**10**
3.	The demonstrated system has robust business intelligence and reporting features	**5**
4.	The demonstrated system supports integration to other systems (internal and external)	**5**
5.	Demonstrate adequate security features	**5**
	Total	**30**

Bidders who score a minimum of 25 out of 30 marks shall proceed to the next stage of evaluation.

The minimum technical score required to pass the four criterions above is as given below:

1) MANDATORY TECHNICAL SPECIFICATION (TOTAL SCORE=YES/PASS)
Any bidder who gets a 'NO' in any of the identified mandatory aspects, will be disqualified)
2) DETAILED TECHNICAL SPECS (TOTAL SCORE=80%)- minimum score 75%

3) CAPABILITY OF THE FIRM: PAST PERFORMANCE, METHODOLOGY AND DEMO (TOTAL SCORE=80%)- - minimum score 75%

4) ***TECHNICAL STAFF COMPETENCES (TOTAL SCORE=80%)- minimum score 75%***

The minimum aggregate score for all the three scored criterion above required to pass is: 75% out of 80%.

STAGE 3: The Financial Evaluation (quoted prices, liquidity) 20%

The Bidders who scores 80% and above will be deemed to be technically responsive and will be evaluated for responsiveness. Only the Financial Bids of those who have technically qualified shall be opened for further evaluation.
Scores will be allocated for, liquidity, fully itemized costs, filling of the relevant forms. The score out of 20 for each bidder will be recorded.

STAGE 4: Ranking of the bidders using the formula

1. The individual technical scores of the technically qualified Bidders, will be normalized as per the formula below:

   Tn = (Tb/Tmax) x 80/100

   where:

Tn = Normalized technical score for the Bidder under consideration
Tb = Absolute technical score for the Bidder under consideration
Tmax = Maximum absolute technical score obtained by any Bidder

2. The commercial scores will be calculated as per formula given below:

   Fn = (Fmin/Fb) * X/100

   where:

   X = The financial score for individual bidders

   Fn = Normalized financial score for the Bidder under consideration

   Fb = The commercial bid value of the Bidder under consideration

   Fmin = Minimum commercial Value bid

3. The overall score will be calculated as per the formula given below:

   $$B_n = T_n + F_n$$

   where:

   Bn = Overall score of the Bidder under consideration

   Tn = Normalized technical score of the Bidder under consideration

   Fn = Normalized financial score of the Bidder under consideration

Final Selection of Bidder will be done based on added individual score achieved by the Bidder in techno-commercial evaluation. The Bid with the highest Evaluated Bid Score (B) among responsive bids shall be termed the Lowest Evaluated Bid and is eligible for Contract award. The final scores would be rounded off to two decimals and in case of a tie, the bidder with lower financial quote will be selected.

STAGE 5: Due-diligence (Mandatory and scoring)

Due-diligence will be conducted on the bidder who will have emerged a winner. In case the report is not positive the second lowest responsive bidder will be considered for due diligence.

3. SECTION III: TECHNICAL PROPOSAL

Notes on the preparation of the Technical Proposals

3.1 In preparing the technical proposals the consultant is expected to examine all terms and information included in the RFP. Failure to provide all requested information shall be at the consultants own risk and may result in rejection of the consultant's proposal.

3.2 The technical proposal shall provide all required information and any necessary additional information and shall be prepared using the standard forms provided in this Section.

3.3 The Technical proposal shall not include any financial information unless it is allowed in the Appendix to information to the consultants or the Special Conditions of contract.

4. SECTION IV: FINANCIAL PROPOSAL

Notes on preparation of Financial Proposal

4.1 The Financial proposal prepared by the consultant should list the costs associated with the assignment. These costs normally cover remuneration for staff, subsistence, transportation, services and equipment, printing of documents, surveys etc as may be applicable. The costs should be broken done to be clearly understood by the procuring entity.

4.2 The financial proposal shall be in Kenya Shillings or any other currency allowed in the request for proposal and shall take into account the tax liability and cost of insurances specified in the request for proposal.

4.3 The financial proposal should be prepared using the Standard forms provided in this part

5. SECTION V: TERMS OF REFERENCE (SCHEDULE OF REQUIREMENTS)

5.1. BACKGROUND

Kenya Dairy Board (KDB) is a state corporation under the Ministry of Agriculture and Irrigation established through an Act of Parliament, CAP 336 of the Laws of Kenya. It is from this Act that the Board derives its mandate of regulating, developing and promoting the dairy industry in Kenya. The Board has a role to promote development and adoption of modern and appropriate technologies, equipment's and ICT to improve efficiency and productivity in the dairy value chain. KDB has its Headquarter based in Nairobi NSSF building with 24 branches stationed in milk producing and consuming regions within the country.

The Board has identified automation of its core processes being crucial in improving service delivery and development of the dairy industry. To effectively improve service delivery to stakeholders, a comprehensive management information system must be put in place to assist in its operations and decision making. Enterprise Resource Planning (ERP) Solution has been identified as necessary tool to improve Board's operations effectively, strengthen capacity, efficient by saving on valuable time on decision making, satisfying customers and delivering growth within the dairy industry and the Board. Implementation of ERP will assist in the following ways:

a. Improve efficiency by eliminating repetitive processes and greatly reduce manual interventions and also streamline Board's business processes.
b. Assist in service delivery as most of our core processes will be automated.
c. It will enhance collaboration between departments by integration with existing system to avoid duplicity of systems.
d. It will standardize the operation of the Board, save time and increase productivity levels.
e. ERP solution will make reporting easier and more customizable. Improved reporting capabilities, the Board will respond to complex data requests more easily.
f. ERP solution will improve the accuracy, consistency, and security of data, all through built-in resources and firewalls

5.2. CURRENT ICT ENVIROMENT

Kenya Dairy Board has invested in ICT system and infrastructure to enhance efficiency and improve service delivery.

5.2.1. ICT Systems:

The table below give a list of the existing system that are operating within the Board

System	Purpose	Environment
Licensing and Inspection System	Licensing and Inspection of Dairy Business unit.	HP ProLiant DL380 G8 Server. Window Server 2012, Developed in PHP, SharePoint 2013 and SQL 2014
QuickBooks Pro 2014	Standalone financial System	HP ProLiant DL380 G6 Window Server 2012, running on SQL Server 2014

Interpay Human Resource System	Human resource management system for Personnel profile and Payroll system	HP ProLiant DL380 G6, Window Server 2012, system developed in PHP, SQL Server 2014
Email Service	Sending and receiving email	Hosted by service provider Jamii Telkom Ltd. Access using C-panel 78.0.23 and configured directly to user machine.
E-sets Endpoint Security	Network security and antivirus solution	HP ProLiant ML110 G7 running on Window Server 2012

5.2.2. ICT Hardware Environment

The ICT systems are supported and accessed through various servers and end-user devices such as tablets, mobile phones, desktops, Macbooks and laptops. Table below provides a summary of the current hardware at KDB

Hardware	Purpose	Environment
Server 1	Active Directory Sever	HP ProLiant DL380 G6 running on Window Server 2012.
Server 2	QuickBook and HRMS Server	HP ProLiant DL380 G6 running on Window Server 2012. SQL 2014 Database
Server 3	Licensing and Inspection System Server	HP ProLiant DL380 G8 running on Window Server 2012. SharePoint 2013
Server 4	LIS Database Server	HP ProLiant DL380 G8 running on Window Server 2012. SQL 2014 Database
Server 5	Endpoint Security Server	HP ProLiant ML110 G7 running on Window Server 2012. SQL 2014 Database
Firewall	Perimeter network Firewall	Sophos XG210
Laptop	Normal Working tools	24 Windows 10 based laptops 4 MacBook Laptops
Desktop	Normal Working tools	120 Desktop computer based on Windows 10 environment.
Network Switches	2 switches for KDB LAN in both 10th and 11th floor of NSSF building.	Cisco 3750 Switch 24 port and Cisco Switch 48 port
Mobile Tablets	Inspection of premises and normal working tool for email and document processing	IOS Tablets - Ipads – 15 Android Tablet - 60

5.2.3. Network Environment

KDB has an existing LAN environment with 65 computers connected via two switches. The internet is provided by Jamii Telkom and terminated at our server room using their router. The internet router is connecter to perimeter firewall then to switches which connects to both 10 and 11 floors of our offices. We have 24 Braches countrywide and all have standalone LAN and source their internet locally.

5.2.4. System User

KDB has 138 staff, HQ has the largest number of staff the table below show the number of daily system user in every department.

Department	Staff (Users)
MD office	3
Finance	7
Regulatory Services	4
Enterprise and Standard Development	6
Supply Chain Management	3
Human Resource	2
Corporate Communication	3
Administration	2
ICT	3
Internal Audit	2
KDB Branches (24) with 3 users per station	72

5.3. KENYA DAIRY BOARD PROCESSES

5.3.1. Regulatory Services Department

5.3.1.1. Compliance Division

- Licensing of Dairy Enterprises
- Licensing of Dairy Managers
- Enforcement of Dairy Industry Act and Regulations:

5.3.1.2. Laboratory Division

- Laboratory Operations

5.3.2. Research Enterprise Development Department

5.3.2.1. Trade, Project and Enterprise Development Division.

- Export Promotion
- Management of imports and exports
- Support to Stakeholders

5.3.2.2. Research, Information and Standard Division

- Review, development and harmonization of dairy standards
- Initiate and foster sustainable partnerships and collaborations for dairy development.
- Conduct of research and surveys
- Collection and Dissemination of Dairy Industry Data and Information

5.3.3. Strategy and Planning Division

- Budgeting Process

5.3.4. Finance Department

- Payment Process

- Imprest Process
- Payment of Refunds and Claims
- General Ledger Process
- Cess, Processors' Levy, Interest and Penalties Process
- Application fees, licenses and milk movement permit process
- Import and export permit process
- GoK and other Grants process
- Interest Income process
- Miscellaneous Income process

5.3.5. Supply Chain Management

5.3.5.1. Supply Chain Division

- Procurement and Asset Disposal Planning.
- Procurement Budget Monitoring
- Prequalification/registration of suppliers.
- Purchase/stores requisition management
- Sourcing of goods, works and services
- Evaluation process
- Preparation of professional opinions
- Award of contracts
- Procurement and contract management
- Contract administration, implementation and monitoring
- Inventory management
- Supplier performance management
- Store issues and stock taking
- Board of survey
- Management of outsourced transport services
- Inspection and acceptance
- Statutory reporting- interface with other systems used for statutory reporting
- Sale or disposal of assets

5.3.6. Corporate Services Department

5.3.6.1. Human Resource Division

- Recruitment and Selection
- Employee Registration
- Leave Management
- Payroll Processes
- Training and Development
- Performance Management
- Disciplinary Process
- Salary Advances and Salary in Advance
- Car Loan
- Staff Grievances
- Employee Separation

5.3.6.2. Administration Division

- Fleet Management
- Asset Insurance
- Asset management and distribution
- Asset maintenance
- Asset tagging and allocation among others
- Replacement, scrapping and decommissioning
- Physical verification and reconciliation
- Control of Records and Documents Process

5.3.6.3. Information and Communication Technology

- User Access Control Management Process
- User Support on ICT Related issues:
- Data Back up
- System and Data Security

5.3.6.4. Corporate Communication

- External Communication
- Dairy promotional Activities
- Corporate Social Responsibility (CSR)

5.3.7. Internal Audit

5.3.7.1. Internal Audit Division

- Risk Based Audit Process
- Liaising with external auditors in carrying out statutory and other audits process

5.4. DETAILS OF ERP SOLUTION

5.4.1. Objectives of ERP Solution

The main objective of investing in ERP based applications is to integrate all processes and systems.

The specific objectives include: -

(i) Implement a web based Enterprise Resource Planning (ERP) system to automate and integrate all the KDB's operations/processes.

(ii) Review of **ALL** the processes, workflows and any other workflow which departments shall suggest during the implementation.

(iii) Automate all approvals and workflows through the system

(iv) Centralized implementation to enforce necessary controls and facilitate integrated end to end solution, accurate and timely reporting.

(v) Dashboard capabilities to facilitate online status reporting and informed strategic management decisions.

(vi) Integrate with other existing systems e.g. Licensing and Inspection system (LIS), Laboratory Information Management System (LIMS), Banks, KENTRADE Single Window System, performance contract reporting portal and any other system that shall be found necessary for KDB operations.

(vii) Improve organizational productivity through the reduction of time spent on managing documents among others.

(viii) Provide periodical and ad hoc reports.

5.4.2. Scope of Work

In order for the KDB to get maximum benefit from implementing this system, the successful bidder will be expected to: -

(i) Study the current environment and KDB's processes;
(ii) Evaluate the existing systems and get a detailed understanding of the current KDB's operations;
(iii) System analysis in relation to the KDB's functions and procedures;
(iv) Analysis of the hardware for the new system: Provide specifications to the KDB on the appropriate hardware requirements for the system. This includes server hardware and other peripheral devices specifications that may be needed for the new environment.
(v) Development, installation, customization, configuration, testing and commissioning of the ERP system based on the Proposed Functionalities detailed in this document **within 6 months and in phases.**
(vi) The vendor will be required to supply, develop, install, configure, test, commission, maintain and support the ERP modules and apply adequate patches, upgrades, utilities and tools to achieve full functionality as will be specified by the client.
(vii) Preparation of a project proposal detailing implementation methodology, Training plans, timelines and milestones.
(viii) Training of staff on the system: This shall entail imparting skills required to enable users be able to understand and have knowledge of the **ERP** system. Technical training that will involve the provision of complete training of trainers on Administration of supplied ERP, system development and training on related software including databases.
(ix) The vendor should streamline integration of ERP solution with existing licensing and inspection system (LIS) which is on SharePoint platform.
(x) System data migration to the new system, test and implement the workflow solutions.
(xi) Supply and install the required licenses and renewal programme and the entitlement.
(xii) Provide annual support and maintenance of the entire system for **two** years.
(xiii) Must be able to integrate with Microsoft Office suite like outlook, excel to collaborate effectively and share information.
(xiv) Enable automatic offsite backup of the system.
(xv) Supply the system's documentation in the form of installation media, user manuals and administration manuals.

5.4.3. Governance and responsibility

It is envisioned that the proposed solution will be customizable and shall meet the legal and operational environment requirements as described below.

5.4.3.1. The Vendor shall work collaboratively with the KDB's project team to design, develop configure and install the system comprising of:

(i) Representatives from KDB and ICT Authority:

a. Management;
b. Project Manager;
c. ICT Team Leader;
d. Functional staff involved in the various phases of the workflow;
e. ICT resources: At least two (2) staff, one in a hardware and infrastructure role and one in application and database management.

(ii) Legal experts

5.4.3.2. Guidance on the specific regulatory and operational requirements will be provided to the Vendor team to be able to customize the solution as and when required.

5.4.3.3. The vendor will be required to submit the minimum specification for the type of hardware that can run the proposed solution. The vendor shall provide all the software that will deliver the end to end solution.

5.4.3.4. The vendor will also be required to conduct Technical knowledge transfer throughout the project implementation period by conducting on-site training to the staff, technical officers, system administrators and other designated members of the project team on the system.

5.4.3.5. The Vendor will meet all the costs for meetings and workshops between themselves and the Project Team members including designated KDB Staff for specific periods (dates and duration to be identified in the detailed project plan). The Vendor will be required to work closely with the KDB staff to transfer all technical, operational and maintenance knowledge regarding the overall solution, software, supporting services and licenses, security components, etc. The knowledge transfer activities may also include the initial rounds of unit testing, integration testing and user acceptance testing.

5.4.3.6. The Project is organized in seven (7) Phases as listed hereunder:

(i) **Phase 1:** conducting feasibility, understanding the processes and developing the Project plan.

(ii) **Phase 2:** Create user requirements blueprint and design the web-based prototype based on the blueprint.

(iii) **Phase 3:** Development/customization and configuration of the system incorporating the user comments including testing of each module

(iv) **Phase 4:** Preparation of the required hardware provided by KDB to ensure smooth implementation of the proposed software solution.

(v) **Phase 5:** System installation, integration and implementation with other relevant systems, including end to end system testing.

(vi) **Phase 6:** Provision of training to all the relevant groups in the KDB (users, technical, administrators, super users and other stakeholders).

(vii) **Phase 7:** Hand over and Provision of Application Maintenance and Support during warranty period.

5.4.3.7. All documentation to be delivered as part of this Contract must be in English and in soft copy and hard copy in Microsoft Word format.

5.5. Deliverables and Acceptance Process

No.	Phases	Project Deliverables	PROOF OF DELIVERY
1.	**Phase 1**	Feasibility report, Requirements Document, documenting the Processes and System Design Document (Blueprint)	**Certificate of Acceptance and Sign Off for System Design Document and project plan**
		Full detailed project plan including work plan & Gantt chart	
2.	**Phase 2**	User requirements blueprint	**Certificate of Acceptance and Sign Off for Technical Architecture Document, Final Business Requirements Doc and prototype system**
		Web-based Prototype based on the blueprint.	
3.	**Phase 3**	• Development/customization and configured system • Setup of necessary IT security measures incorporating the user comments including testing of each module	**Certificate of Acceptance and Sign Off for the tested system report**
		Test reports for each module	
4.	**Phase 4**	**Hardware configuration** ready for installation of the proposed software solution.(Hardware will be provided by KDB)	**Certificate of Acceptance and Sign Off for the Hardware configuration**
5.	**Phase 5**	Integrated System installation and implementation with other relevant systems, including.	**Certificate of Acceptance and Sign Off for testing report and end to end functional testing report.**
		end to end system testing reports	
		Test report for the integrated system(end to end)	
		User Acceptance Test Cases/Scripts and UAT Plan	
		Approved UAT Report	
6.	**Phase 6:**	Approved Training Plan	**Certificate of Acceptance and Sign Off for training documents**
		Provision of training to all the relevant groups in the (users, technical, administrators, super users and other stakeholders).	
		User and Training Manuals for the System	
		Operational Manuals for all Hardware and Software	
		User Manuals and Training Manuals for the System	
7.	**Phase 7**	Handover plan	**Certificate of Acceptance and Sign Off for handover and maintenance documents**
		Maintenance and Support plan for 12 months warranty period (potentially extendable for another six months) period.	
8.	**Ongoing**	Bi-weekly Project Status Reports	Tickets and incident completion report
		Monthly Progress Reports for Executive Steering Committee	

5.6. General System Requirements

The General System Requirements provide the basic requirements that the system must possess. The requirements listed below are not exhaustive but will provide for the setup and operation of the system:

Insert the applicable choice in the right column (Response) for each specification. FS=Fully Supported, PS=Partially Supported, CR=Customized Recommendation, NS=Not Supported. Please Note: Priority M=Must, S=Should and C=Could			
No.	**Description of General system requirement**	**Bidder's response**	**Reference page in the document**
	Graphical User-friendly interface.		
5.6.1.	Simple and Intuitive navigation between functions such as drop-down menu driven options for common/known data fields.		
5.6.2.	Auto email Facility		
5.6.3.	Automatic population of known fields to reduce data re-entry.		
5.6.4.	Ability to print any information displayed on a screen.		
5.6.5.	Data validation and error checking facility.		
5.6.6.	Ability for the system to set up various parameters that are user specific (data classifications, formulas).		
5.6.7.	Provide for a multi-currency facility transaction processing system.		
5.6.8.	Have a report generator facility allowing for the generation of standard and non-standard reports.		
5.6.9.	The system should be on service oriented architecture (SOA) and based on web technology standards; interoperable with open standards.		
5.6.10.	The system should comply with international standards like GAAP and ISO		
5.6.11.	The system should be proactive with in-build intelligence		
5.6.12.	The system should interface with other applications		
5.6.13.	The system must provide a facility for output/reports to be directed either to a printer, screen or file and have the following: (i) Title/description; (ii) Page numbering (iii) End of report message (iv) Default spooling where output size exceeds user defined limits		
5.6.14.	Workflow configuration utility should be part of the ERP system		
5.6.15.	Ability to handle versatile reporting queries from staff.		
5.6.16.	Generate standard and customized reports. Automatically refresh when the underlying data is changed.		
5.6.17.	Ability to configure the layout of standard reports. Possibility to include the logos on a standard report?		
5.6.18.	Ability to transform existing data in a report into a chart or graph.		

5.6.19.	Ability to create every report in multiple formats: Word processor spreadsheets, PDF, html, xml and export to email.		
5.6.20.	Ability to schedule reports and print on queue as required.		
5.6.21.	Ability to predefine the generation of automatic reports for example weekly, bi-weekly, monthly, quarterly, annually.		
5.6.22.	Ability to easily setup user-defined (ad hoc) reports.		
5.6.23.	System should have IFRS based report features		
5.6.24.	**System Access and Security**		
5.6.25.	Ability to set multiple levels of authorizations:- configure users based on roles and responsibilities.		
5.6.26.	Ability to allow for remote access to the System through a public IP via standard web browser.		
5.6.27.	(i) The system should support access by all types of devices; desktops, laptops, notebooks, tablets and Smartphones through a web browser. (ii) System management and control through a restricted system administration level. (iii) The facility to control user access at the following levels/functions: a) User id/ password Systems Administration and Control of Application b) Screen /remotely c) Read/write/execute functions d) Department		
	System Backup and Recovery		
5.6.28.	The system must provide for security backup facilities to enable complete file restore and recovery.		
5.6.29.	The System must have the capability of performing incremental backups without system downtime.		
5.6.30.	The system must enable consistency and quality of data through the use of predefined tables of codes or other appropriate tools or processes.		
5.6.31.	The system must have the ability to define validation rules between fields (inter-field validation) that are conditional based on the values entered. e.g. an end date is mandatory for every contract		

5.6.32.	The system will be used by staff and other persons with varying skill levels. The system must be consistent in style and intuitive to use with natural and logical data entry and management processes.		
5.6.33.	The application must be configurable so that a user, user group, or role is only able to access the areas of the system (organization units, menus, forms, fields) that have been authorized.		
5.6.34.	The system must allow the creation of additional data fields within all areas of the application which allow: • Data to be entered and validated • The use of drop down lists of values • Application security and audit rules • Reference to screens and reports • Data to be searched.		
5.6.35.	The system must be able to: • Maintain an audit trail on changes and modifications to any/all user-selected standard and additional data items • Permit verification reports and checks on locally-specified sensitive employee and payroll data • Provide audit reports based on user-determined selection and control parameters • Archive and retrieve the audit data • Produce payroll exception reports.		
5.6.36.	The system must be able to provide simple, flexible but effective security of data at all levels in order that information can only be accessed by those with the authority to do so by: • Post • Levels in the organisation structure • Menu • Function • Screen/table • Field Level • Based on the content of a field e.g. pay grade.		
5.6.37.	The system must have comprehensive on-line context-sensitive user help. Manuals must: • be provided in electronic format • be easy to read • be indexed and cross-referenced • Contain details of output screens, reports, system commands, error messages, and corrective actions.		
5.6.38.	Every screen must have easy identification of the data being displayed – e.g. Depending on screen and module -Employee Name and Number		
5.6.39.	With the exception of Employee Self-Service, any user of the system must not be able to amend their own HR or payroll record directly on the system without validation.		
5.6.40.	Ensure that duplicate records (i.e. multiple records for individuals where only one is required) are either prevented or quickly identifiable.		
5.6.41.	The system must enable users to access historic data:		

	(a) Hold and display a complete set of historic data items, chronologically within all functional areas e.g. post history, employment history (b) Provision should be made for the transfer of data on employment history from existing systems (c) Enable users to enter information after an event has occurred whilst storing that event in correct chronological order (d) Enable access to that data on current and future releases of the software.		
5.6.42.	The system must comply with legal obligations in relation to data protection, whilst allowing employees, as far as possible, to view their information securely on-line, e.g.: (a) Applying policy on retention and disposal of records (b) Ensuring that data held on applicants, employees, interns and other non-employees is only used for purposes permitted.		
5.6.43.	The system should provide error messages at several levels,: (a) Context sensitive error messages which end users can understand (b) The text of error messages may be amended by the Placement Service to add further explanation (c) A separate layer of 'error messages' for technical support purposes. All errors that require technical information to be passed to support staff should be recorded in a system log file.		

5.7. Detailed Description Functionalities to be Implemented

5.7.1. Regulatory Services Department – Compliance Division

No.	Requirements	Bidders Response Yes/No	Reference page in the document
1	**Enforcement of Dairy Industry Act and Regulations:** The system should be able to perform the following functions a) Log in the enforcement cases instituted per branch by date and volumes of milk intercepted. b) Track the progress of each case to the final stage and identify the stage at which each process is at. c) Flag out key action taken at each stage of the enforcement. d) Establish key action taken and relate it with the compliance status of the actor. (Did the action result to the actor complying, business closure or change of business) e) Provide mechanisms for tracking the resultant action undertaken by the compliance officers to improve compliance on the noncompliance subject.		
2	**Licensing of Dairy Enterprises** The system should integrate with licencing process with the LIS platform. a. Should capture and upload payments made in the licencing process. b. Flag out expiring dates of various types of clients and licences c. Track Applications, Renewals and Inspections per client and category of licence. d. Capture dormancies, redundancies and non-action in the licencing process.		
3	**Licensing of Dairy Managers** The system should integrate with licencing process with the LIS platform. a. Should capture and upload payments made in the licencing process. b. Flag out expiring dates of various types of clients and licences c. Track Applications, Issuance and Renewals per client and category of licence. d. Capture dormancies, redundancies and non-action in the licencing process.		

5.7.2. Regulatory Services Department - Laboratory Division

No.	Requirements	Bidders Response Yes/No	Reference page in the document
1	**Laboratory Operations** The system should capture and record the following information a) Sample Name/Label b) Sample Size (in Unit of Measure) c) Nature of Product d) Intended Tests e) Designated Section of the Laboratory the sample will be directed. • The system should be able to allocate a unique identifier to the sample that will be used to track the sample throughout the testing process.		

	• The system to track the point at which the sample is in regard to the testing method. • The system should be able to stock take the inventory position for each test requested and flag out whether such test will be executed or not depending on the reagents inventory position. • The system to capture the test results and profile them in a database capturing the following: a) The Name/Identity of Sample b) Location where Sample was sources c) Storage Conditions during transportation d) Person/Section that received sample e) Storage conditions at Receipt. f) Conditions of storage after Receipt. g) Date and Time Products transmitted for testing h) Sample Condition during transmission i) Tests Conducted. j) Action taken on disposal of sample k) Test Results l) Person and Time of Receiving Final Result m) Proposed Action for follow up • The system should be able to capture the inventory position of the laboratory reagents, Assets, Consumables, Glassware, Materials and Equipment and flag out stock levels that fall below the reorder level. • The system should be able to capture staff details and action taken by each staff in regard to the activities in the lab including reporting and exit times.		

5.7.3. Research Enterprise Development Department- Trade, Project and Enterprise Development Division.

No.	Requirements	Bidders Response Yes/No	Reference page in the document
1	Export Promotion • Schedule stakeholder support activities • Requisition of activity based resources • Generate reports of activities		
2	Management of imports and exports • Link to Kentrade single window system • Generate summary reports on dairy imports and exports		
3	Support to Stakeholders • Link to Licensing and Inspection System • Schedule stakeholder support activities • Requisition of activity based resources • Generate reports of activities		

5.7.4. Research Enterprise Development Department- Research, Information and Standard Division

No.	Requirements	Bidders Response Yes/No	Reference page in the document
1	Review, development and harmonization of dairy standards • Schedule activities • Requisition of activity based resources • Generate reports of activities		
2	Initiate and foster sustainable partnerships and collaborations for dairy development. • Database of service providers • Schedule activities • Requisition of activity based resources • Generate reports of activities		
3	Conduct of research and surveys • Schedule activities • Requisition of activity based resources • Generate reports of activities		
4	Collection and Dissemination of Dairy Industry Data and Information • Link with ERP financial module and Licensing and Inspection System Schedule • Schedule data collection activities • Requisition for activity based resources • Generate reports of activities • Collect and summarize relevant data		

5.7.5. Finance & Accounting Department

Requirements	Bidders Response Yes/No	Reference page in the document
Revenue		
1. Integrate with the existing Licensing and Inspection System		
2. Create and categorize customers and licenses		
3. Maintain details of licensed Premises and Dairy Managers (photo details of PIN, National IDs of proprietors or Directors. Registration/incorporation Certificates etc)		
4. Maintain contact address/email/mobile number		
5. Track clients in various categories such as License Category and Branch		
6. Handling monthly form of returns and annual licensing		
7. Performing computation of the cess, levies, interest and penalties payable		
8. Generating of Debit Notes (Invoices) with Kenya Dairy Board Logo based on the submitted monthly Form of Return		
9. Allow application of payment against Debit Note or a group of Debit Notes		
10. Allow filling of amended returns subject to data validation and approval		
11. Update the Debit Notes on the General Ledger and Customer accounts		
12. Support for the following Modes of payments: • Bank deposits • Cheques; • Bank transfers;		

• Mobile money Payments		
13. Ability to issue receipt notification: • Print, • Email, • SMS		
14. Able to handle other miscellaneous receipts and incomes; • Payments for tenders; • Sale of boarded items; • Reimbursement of imprest; • Car loan repayment, • salary advance repayment, • staff housing mortgage loan repayment; • Insurance premium repayments; • Sales of brochures • Insurance claims • Sale of publications, • Interest income • Unidentified bank deposits / cheques/mobile money payments; • Other income		
Account Receivable		
15. Create and categorize customers and other receivables (staff advances, Staff Car loans, Staff Mortgage Loans, deposits and prepayments)		
16. Maintain contact address/email/mobile number/ID Number of the debtors		
17. Maintain details of licensed premises (photo details of PIN, National IDS od proprietors or Directors. Registration/incorporation Certificates etc)		
18. Maintain details of professionals (Dairy Managers - contact details, ID numbers)		
19. Able to generate credit notes		
20. Maintain accounts statement and able to generate ageing analysis		
21. Categorize customer levels and track details to ledger accounts.		
22. Allow emailing of invoices/ statements/ receipts		
23. Support activating and deactivating account with necessary approvals		
Payment		
24. Have a payment handling process with approval workflow and limits		
25. Ability to process payment to Suppliers; Notification to suppliers; RTGS payments; Cheque payments, Process Salaries and Allowances payments; Archiving payroll data; Application of advances online; Access outstanding loans and advances balances online.		
26. Ability of manage withholding taxes on supplier payments		
27. Ability to process statutory and other payroll deductions; PAYE and NSSF; HELB and NHIF; Other payroll deductions; Export to CSV excel; Print cheques		
28. Process clients refunds; Withdrawal of deposits, Overpayment refunds		
29. Ability to process Staff imprests requests, Approval, Payment, Surrender of imprest.		
30. Process payment for provision of services;		
31. Ability to process Sponsorships and donations to stakeholders		
32. Online service for services such as: Receive invoices and supporting documents; approved for payment from Supply Chain Management Division as well as Corporate Services Departments (Payroll and payment		

for survives); Verify payments online; Authorise payments online; Sign cheques online, Notify suppliers online.		
33. Print payment vouchers fully capturing details of payment		
34. Auto posting of transactions to relevant expenditure accounts		
35. Post payment transaction to journals/ ledgers		
Budget Preparation and Forecasting		
36. Provide for Activity Based Budgeting and able to manage multiple budgets and forecasts		
37. Allocate revenue targets and budgeted cost to responsibility/revenue Centres		
38. Provide provision for monthly and quarterly budgets;		
39. Automate user requirements / proposals (Activity Based Budgets) to the consolidated budget and link the same to the Annual Procurement Plan.		
40. Integrate quarterly, six months, nine months and annual budgets with financial statements.		
41. Automate purchase and authorized expenditure requisitions and link to the budget.		
42. Compute variances between budget and actual performance on Monthly, Quarterly, semi-annually and annual basis		
43. Ability to track and report on variance between budget and expenditure reports.		
44. Automate notification on budget balances to the user divisions/units.		
45. Provide for Budget Reallocations and adjustments		
Financial Statements		
46. System should support Cash book update		
47. Ability to post the Cash Book entries to the General Ledger		
48. Ability to create Trial Balance (TB)		
49. Provide Monthly, quarterly and annual financial statements (statement of financial performance, Statement of financial position, Statement of changes in Net Assets, Statement of Cash flows – Direct method)		
50. Ability to update the assets register with additional assets purchased in a given period, compute depreciation and net book value for specific asset on quarterly basis.		
51. Ability to Integrate approved budget with financial statements. Namely; Statement of financial performance, Statement of financial position, statement of cash flows		
52. Segment reporting capabilities for both Revenue (in terms Revenue Streams/items, category, Revenue per Branch Office) and Expenditure (Per Branch Office) on monthly, quarterly, semi-annually and annual basis – Cost Centre Accounting		
Petty Cash		
53. System should support petty cash maintained limits per different categories		
54. Ability of Staff request for petty cash online		
55. Enable of posting of petty cash expenses to the cashbook and General Ledger		
Accountable Payable		
56. Create and categorize suppliers and link with details of suppliers created by Supply Chain Management Division and Employee detailed created in the Directorate of Corporate Services		
57. Maintain contact address/email/mobile number		
58. Maintain other details of suppliers (KRA PIN and Bank Account Details)		
59. Link LPO/LSO to payment/ Cash Book		
60. Maintain supplier accounts statement and able to generate ageing analysis		

61. Categorize supplier's levels and track details to ledger accounts.		
62. Post purchase transaction to journals/ ledgers		
63. Able to generate ageing analysis for the outstanding invoices and payments		
Banking and Cash management		
64. Create and manage multiple cashbooks		
65. Manage cash and banking activities		
66. Handling receipts and payments transactions through cash books		
67. Enable inter bank account and Mpesa account transfer of funds		
68. System should perform monthly reconciliation for the Bank Accounts and Mpesa Account(Auto and Manual).		
69. Import Bank statements into the system		
70. System should Update unknown debits/credits automatically and provide balances of unknown amounts.		
71. The system should be able to integrate with Banks and Mpesa Application.		
72. Cash flow management		
Staff imprests		
73. Manage application of Imprest through Warrant Form up to remittance of funds to staff.		
74. Enable the imprest holder to file returns for processing together with documents to support the amount spent as well as refund of unutilized funds if any.		
75. Alert the staff through email/SMS on any unaccounted imprest on the expiry of the allowed time period.		
76. Transfer the uncounted staff imprest to be deducted as salary in advance on expiry of the set time limit		
General Ledger		
77. Customizable charts of accounts		
78. Allow reclassification of charts of accounts/General Ledger		
79. Support segmented General Ledger		
80. Support a variety of journal processing options		
81. Support journal to be grouped and processed in batches ensuring verification and authorization		
82. Capability to Import/export transactions or data from/to MS Excel		
83. Support processing of taxes (PAYE, Withholding VAT, Withholding Taxes on Rental expenses, Withholding taxes on professional fees and other taxes)		
84. Require approval of transaction before posting		
85. Handle general journal and recurring journals		
86. Manage recurring transactions		
87. Categorize income and expenses at various levels (grouping, subgroups)		
Reporting		
88. Generate financial statement reports (Statement of financial performance, Statement of Financial Position, Trial Balance Cash flow statement, Budget, forecasts, Bank reconciliation reports, comparative reports, various customized reports		
89. Allow customization of reports in various formats/ Create and manage reports with ease		
90. Create comparative report – weekly, Monthly and yearly (budget against actual, Prior period against actual period)		
91. View and export report to MS-Excel/word/PDF		
92. A report generator tool to allow customization		
93. Customize reports in the IPSAS Accrual Standards		
94. Distribute/ send reports through email		

5.7.6. Supply Chain Management

No.	Requirements	Bidders Response Yes/No	Reference page in the document
	Should integrate with the general ledger		
	Ability to scan and attach documents		
	Support for multiple languages for procurement catalogs.		
	Workflow- The processes all go through an online workflow process where there should be online approval of each process in the system and electronic approver signatures appended in the printouts automatically. All these processes are inter-linked and have a flow where there should be a connection between documents such as the Requisition, Quotation, LPO, Invoice and GRN		
	Support for E-Procurement (e-tendering, e-quotes amongst others) through an Extranet		
	Ability to define a procurement plan that is linked to the detailed budget		
	Ability to analyse current status of procurement Plan, Implementation and also cater for review of procurement plan.		
	Support for reallocation of funds. This should have the necessary approving offices and levels defined		
	Capture contractor and subcontractor details		
	Tracking of start and end dates of the contract in addition to milestone dates, contract signing dates and other relevant dates		
	Capture details on contract type and budget		
	Allow for automatic and manual creation of contracts		
	Enable fast creation of contracts by use of templates, auto fill and drop down menus among others.		
	System should support the update of contract with necessary details		
	The system should support multiple addresses and contact information for vendors.		
	Build mechanisms for pricing and service-level agreement flexibility into the contract.		
	Assign privileges for write, modify or read-only to different categories of users		
	Ability to display the contract status		
	System to keep a copy of all the different versions of a contract once it has been setup		
	There should be a record of the necessitating reason for change between each versions of a contract		
	Automatic generation and communication of alerts to parties to a contract to pre –determined trigger points such as renewals through emails, dashboard messages among others.		
	A full log of changes to any part of the contract such as who, when (day and time), from where (was it remote or within LAN) among others.		
	System should keep necessary supplier information such as: • Name • Supplier code • Business Location • PIN registration • Suppler VAT No. • Supplier Type (service, goods or product) • Contact persons		

	• Email address • P.O Box Number • Default payment currency • Default bank account (EFT details) • Lead Time • Pricing • Payment Methods • Payment Terms • Discount Terms		
	Should enable supplier information to be accessed by different user categories with respective privileges		
	Multiple classification schemes for suppliers such as by product type, national/ international, AGPO/standard among others.		
	Ability to tie Items to supplier during reporting/ enquiring		
	Ability to blacklist suppliers based on a predefined criteria of performance		
	Ability for end users to anonymously evaluate supplier performance		
	Ability to analyse suppliers on parameters such as late deliveries per year, number of LPO that have been awarded to supplier groups such as AGPO amongst others		
	Create purchase requisitions for stocked item, non-stocked items and fixed assets		
	All requisitions creation should be online		
	Online approvals for requisitions		
	Ability to create workflows representing current business processes		
	System should not allow requisition of items without a corresponding budget.		
	Purchase requisition should provide details such as: • Item number • Unit of Measure • Item description • Expected date • Unit/division requisition • Estimated cost • Source of budget (as dropdown from an already approved budget. • Date requisition is made • Delivery location • Notes for approver		
	Ability to purchase an item by way of using funds checking from both capital and recurrent budget partially		
	Once the requisition has been approved with method of purchase indicated, then where necessary, it should be possible to start next process for example an RFQ/ TENDER DOCUMENT can be generated by the system automatically		
	Ability to enquire on number of RFQ/ TENDER DOCUMENTs issued to a supplier within a certain period and how many of the bids the supplier won		
	Ability to create Purchase Requisition for local as well as foreign purchases		
	Quotations to be raised by suppliers online		
	Ability to receive quotations electronically from suppliers		
	Ability to open quotation electronically through an authorized committee		
	Ability to record date and time of receipt of supplier quotations		
	Ability to analyse quotations		
	Specifications issued during purchase requisition should be available during evaluations and inspections		
	System should electronically store the minutes to each purchase request. In particular, the Evaluation committee reports should be linked to the purchase requisition.		

	No amendments to confirmed minutes should be allowed by the system		
	System should be able to capture and calculate the cost comparison for bids received by retrieving the information from the captured bids' details.		
	The system should be able to capture the technical evaluation criteria including • Mandatory criteria • Detailed evaluation showing minimum score for which the • bidder proceeds to the next level		
	The system should provide a linked timeline of all the activities related to a particular purchase request from the time the user raises the requisition to the point the supplier gets payment .where there are any deviations from the happy path, the system should keep a record of this.		
	Inspection and Acceptance information • User department • Name of user department representative • Signature (approval or rejection) of acceptance by user • Acceptance committee chairman Name • Signature (approval or rejection) of chairman of acceptance committee • Stores representative name • Signature (approval or rejection) of Stores representative • Notes on rejection or acceptance • Dates		
	System to provide a portal for bidders and support access procurement through electronic reverse auction		
	The system should automatically update the inventory once the inspection committee has recorded successful delivery of items		
	Create item cards and assign multiple stock-keeping units (SKUs), units of measure, serial numbers, lot numbers, physical attributes, expiry dates, and other variables.		
	Create multiple inventory locations and bins.		
	Ability to assign items and stock keeping units to locations/bins based on product storage requirements, special handling requirements and other criteria		
	Make manual adjustments to inventory quantities, transfer inventory from one location to another.		
	Count and record the number of items physically present in inventory, including full support for cycle counts.		
	Monitor Inventory Management performance with KPIs, standard reports, and ad hoc reports.		
	Support the setup of re-order replenishment levels		
	Automatically sent out alerts to stores personnel, user departments, and other relevant personnel when re-order /replenishment levels are about to be reached. This should factor in functional lead times		
	Managing the issuance of stocks from user requisitions (internal) to collection		
	Manage transfers at margin		
	Support the transfer of items		
	Quickly determine actual and projected item availability, overstock situations, replenishment requirements		
	Ability to define costing methods for inventory		
	Ability to monitor stock aging based on manufacturers recommended date of disposal, rate of uptake of items from store and date of items manufacture		
	Manage the process of disposal of items capturing all details such as the technical evaluation reports , disposal committee deliberations, recommendations, invitations for bidders, evaluations of bids , awards , actual collection of items by buyers		

	Ability to link with the Asset management.		
	Ability to support different disposal methods based on the board of survey reports and asset management recommendation such as transfers to other organisations, sale by public action, trade ins, dumping, destruction, sale by open tender amongst others		
	Consultant to interface the system with Ministry of National Treasury's for Procurement Planning, budgeting, tendering and procurement functions		
	Statutory reporting- interface with other systems to facilitate statutory reporting		

5.7.7. Corporate Service Department - Human Resource:

No.	Requirements	Bidders Response Yes/No	Reference page in the document
➢ **Human Resource Management**			
1	Maintain employee Bio data and allow update, upload of personnel records with photo and academic qualifications history Next of kin and beneficiaries		
2	Capture and store employee insurance and medical details with respect to employee ID		
3	Allow different levels of access and processing rights to ensure complete confidentiality		
4	Manage multiple cycles/ frequencies (daily, weekly monthly, annually) and payment levels(Basic pay, Housing allowance, Commuter allowance, leave allowance and other categories as per HR Policies and customize any required field of payment		
5	Group employees in different categories (Branch Offices, Departments and Sections)		
6	Employee Leave Management: (Capture leave details, leave balance, leave alerts, leave report pending leave approved leave report and update leave balance, email/online leave application, approval/rejection of leave		
7	Customized view of employee details with relevant information		
8	Performance management: appraisal system management/ completion of self-appraisal forms/track appraisal status		
9	Manage Training & development of staff, maintain training programs attended, provide training report		
10	Able to generate adhoc reports for external use statutory reporting		
11	Management information and operational reporting – at department, division and central levels		
12	Ability to recruit staff and man power planning		
13	Ability to generate Employee Master Database		
14	Generate organization structure as per KDB HR policy		
15	Management of separation (Retirement/ Resignation/ Termination and Death)		
16	Management of employee disciplinary action & vigilance		
17	Management of employee transfer & Postings.		
18	The system is capable of employee and manager self-service		
19	Management of Salary advances and Salary in advances		
20	Processing of staff loans and Mortgages		
21	Management of Disciplinary process		
22	Staff grievances handling.		
➢ **Payroll Management**			
1	The system should be able to do the following:		

	• Develop Standard Statutory Reports: NHIF, NSSF, PAYE, Pension, HELB • Generate Income Tax P9, P10, P10A, P10D, P10 Summary • Generate Pay slips – Summary, Standard • Develop Employee Payment List • Develop Analysis Report • Develop Payroll Summary • Develop Variance Report • Develop Period Report • Develop Advances Report • Develop Sacco Contribution Report • Develop Insurance Deductions Reports, • Develop Self Help Group Report		
2	Allow payment members of the Board and deduct PAYE on sitting allowance		
3	Provide electronic bank payment format for salary transfer and Board allowances payments		
4	Generate payslip (Printable and send to employee email address) clearly showing position title, department/division		
5	Provide summary of salary payment monthly/ yearly		

5.7.8. Corporate Service Department - Administration:

➢ **Fleet Management**			
1	Authorize procurement and acquisition of vehicles.		
2	Management of work tickets to capture authorization and mileages.		
3	The system should capture daily usage of vehicle.		
4	Management of vehicle service/repair		
5	Inspection for Statutory Requirement for commercial vehicles.		
6	Handling of Motor Vehicle Accidents		
7	Vehicle fuel consumption report as per the work ticket.		
8	Motor Vehicle summary report for vehicle usage.		
➢ **Document Management System**			
1	Ability to receive documents through email, scanning hard copy, and register.		
2	Ability to classify, index, trace, folio and folio transfer, distribute document, notify and share with multiple users.		
3	Ability to secure and approve document as per authority levels		
4	Workflow management		
5	Ability to appraise, store, record transfer, archive and dispose records		
6	Management of files and filing system		
7	Generate necessary reports		
➢ **Asset Management**			
1	The system ability to receive the procured assets and update details, categorize, serialize, code, tag and set location of the asset and frequently update in the system.		
2	Ability to depreciate and give net book value of the asset.		
3	Ability to transfer and monitor asset movement		
4	Monitor insurance status of the assets		
5	Manage stock taking process		
6	Manage preventive maintenance and service schedules for all serviceable assets.		

7	Manage warranty claims.		
8	Generate necessary reports		
➢ **Planning and Project management**			
	Strategic planning process		
1	Monitor Implementation of strategic plan		
2	Evaluate the performance and review		
3	Generate necessary reports		
	Performance Contracting		
1	Development of the performance contract targets		
2	Monitor Implementation of PC and reporting of achievements		
3	Evaluation/scoring of PC and generate necessary reports.		
	Monitoring and evaluation process		
1	The system will be able to manage and monitor development of work plans, execution of plan and reporting.		
	Requisition Process		
1	Manage the process of requisition, from user's request, approvals of the request as per levels and monitoring the process. Prepare necessary reports when needed.		

5.7.9. Corporate Service Department - Corporate Communication:

Corporate Communication			
No.	Requirements	Bidders Response Yes/No	Reference page in the document
1	Ability to receive and process corporate complaints		
2	Management of Corporate Social Responsibility activities		
3	Management of Internal and external communication		

5.7.10. Internal Audit Department:

Audit, Risk and Compliance management			
No.	Requirements	Bidders Response Yes/No	Reference page in the document
1	Audit Trail -Keep all transactions including amendments and voided/deleted transactions.		
2	Pre audit- Ability to trigger pre audit from finance.		
3	Statutory audits -Ability to create reports for audits.		
4	Risk management functions- should have a risk profile.		
5	Ability for Risk Identification and mitigation		
6	Ability to develop Risk Indicators and Tolerance Limits		
7	Ability to create Quarterly Risk Monitoring		
8	Ability to monitor Compliance		

5.7.11. ICT Service Management

		Requirements	Bidders Response Yes/No	Reference page in the document
1	Type	• The ERP system will be a web-based system that will be used to manage and support the KDB's business. • It will modernize and transforms decision making process are undertaken to ensure smooth running of the KDB's business. • The system should have the ability to streamline integration of ERP solution with existing licensing and inspection system (LIS) which is on SharePoint platform. • This solution will replace the legacy manual based processes with a modern secure ICT based processes and it will encompass and retain the best elements of the existing systems while facilitating new efficiencies and enhanced features made possible by technology. • The solution should be accessible via the internet, intranet as well as on mobile devices. • It must be accessed through all browsers. • Ability for the system to perform analysis and dashboard presentation for use by the used management		
2	Robust Search capabilities	• The solution should possess a search feature that will enable users to quickly locate information whenever it is required. Users should be able to search for any content that is stored in the system by creating searches based on content properties/metadata.		
3	Alerts and notifications.	• The solution should be able to send emails and receive auto generated alerts/SMS to specific individuals whenever they need to be notified of an action.		
4	Maintaining an audit trail log	• The solution should be able to maintain audit log reports that will help determine who has accessed the system, what the person has accessed and what actions the person has done. The administrators will be able to sort, filter, and analyze this data.		

5	System user administration	• The solution should provide administrators with capabilities to define user roles and profiles in order to grant access privilege to only the authorized users. This is to ensure documents are handled with the highest security levels and that only the right people have the right access level to the right information.		
6	Configuration Management	• KDB expects that the vendor will provide industry standard practices in the development, implementation and management of the ERP solution.		
7	Email integration	• Full email integration (Mail to Service Request) Have the e-directory integrated.		
8	System and integration	• The system should be able to run on multiple platforms • Active Directory and API integration • Customized Monitoring Configurations • Integration with different Databases e.g. Oracle, Sybase MySQL or SQL • IIS/Apache web server integration • Support for multiple server platforms (Windows / Unix / Linux / Mac) • Support for multiple server Client / Agent Platform (Windows / Linux / Mac) • Single sign-on • Import Users from CSV File (including a scheduled import) • Event log		
9	Administration	• Unlimited number of Administrators • Unlimited number of End users • Flexible User Administration –Role based access control • Multi-Organization support		
10	Backup restore capabilities and Data Archiving	• The solution should provide tools for backup and restore facilities. • The system should allow archiving of old, unused data to improve system performance. • The system should allow the users to access archived data from different queue and also provide the capability to search report and export the data.		

11	Reporting capabilities	• Provide for Ad-hoc and customizable reporting tool that allows users to define the kind of report they want through queries that mine data from different databases. • The bidder will also predefine the commonly/frequently requested reports as will be defined by the KDB. • The system should be able to generate detailed reports about the system performance & metrics. • The tool should allow for exporting reports in various formats. • Allow for Basic and Advanced reporting. • The solution should be able to support generation of reports and get a quick glance of all the activities		
12	A workflow/process automation tool for disseminating/routing of activities/ allocations	• The system should allow for automatic allocation and reallocation of work, automatically send out alerts for any allocated or pending work on the staff in-tray etc. This should be supported by dynamic workflows. • Workflow management: Creation of different action codes (attributions) for different tasks with different automatic deadlines (e.g., today's date plus 14 days)		
13	Dynamic dashboards that show only what is relevant to each user.	• Each user should be able to access a personalized dashboard that will consolidate all the right information to be brought to the user's attention without the need of the user navigating to various sections of the system.		
14	Documentation	• The solution should have all the documentation required for its operations and maintenance. These incudes but not limited to the following: - o Requirements document o Design document/technical manuals o Operational manual/Users' guide o Guidelines for using the solution • Administration manuals		
15	Security	• Single Sign On using active Directory Authentication • Login, password and user settings are limited to administrator role		

		• Different confidentiality settings for groups and individuals • Different levels of confidentiality for different groups • Authentication of users against Active Directory • Secure Socket Layer (SSL) support - move it to security • Database level security • Encryption		
16	System integration	• Integration with relevant existing systems and allow for future systems to be integrated		
17	Licenses and services	• The bidder must provide the following as part of the offer • Installation (ready-to-use) system that has been tested in the vendor servers for 3 months • Personal support at the KDB premises within 24 hours (Monday to Friday) on demand • Service Management services 24/7 • Description of the Licensing mode of the software • Maintenance (corrective) and upgrades to available new versions • Additional services (within the first 24 months) including the purchase of system and application upgrades and software add-ons or extensions, technical consultancy assistance in case of development, modification or upgrade needs as well as additional training on demand		
18	Availability	• The solution should be designed to remove all single points of failure. The solution should provide the ability to recover from failures, thus protecting against many multiple component failures.		
19	Scalability	• The deployed solution is supposed to be a highly scalable solution, which is designed in a scale up/out model at each layer. This will provide the model for future growth.		
20	Trainings	• All the users of the solution will be trained to be able to use the solution depending on their levels of authorization.		

		• The Bidder will conduct several trainings for the KDB staff for a smooth transition. The Bidder must submit a training plan for all the training areas. The Bidder should be providing the trainings in the following areas: o Development Tools training (including security tools) Starter training; o Administration (database, system, and other infrastructure); o Performance enhancements, trouble shooting and fine tuning; o Application training; o Solution walk-through with code /programs walk-through –technical and administrators of the system training; o Package configuration for development/ administration for technical staff; o User training.		
21	Documents to be Submitted:	• The Bidder is required to submit the following documents: o Implementation plan o Requirement Management Plan o Supplementary Specification Document (if any) o Workflow/Use Case & Use Case Specification Document o Solution Requirement Specifications (Including Software Architecture) or its equivalent which encompasses all the technical specifications/ codes/ programs o Software Development Plan o Solution Test Plan or its equivalent counterpart document o Training Plan o Support and maintenance plan o Data migration plan		
22	Copyrights and Handing Over	• The Bidder will get the system audited for detailed security penetration, KDB through third party, Standardization Testing and Quality Certification, ICTA, will also do the audit and submit its audit report,		

		• The Bidder will act on the recommendations to remove all lacunae before handing over to the KDB (can be any other standard third party auditor, details needs to be provided) • If the KDB suffers any loss or damage due to infringement of patent, trademark, or industrial design rights occasioned by the Bidder arising from use of the Goods or any part thereof in Kenya, the Supplier shall indemnify the KDB against all third-party claims. • Except to the extent that the Intellectual Property Rights in the Software vest in the Purchaser, the Supplier hereby grants to the Purchaser license to access and use the Software. Such license to access and use the Software shall be: o Non-exclusive; o fully paid up and irrevocable and o immune to over deployment through the internet • Hand over the source code where applicable and train the technical staff to be able to trouble shoot, add new features and parameters in the backend and perform any adjustment to the system as and when required.		
23	Data Migration	• Migration of data and synchronization from existing setup to new setup • Working with the ICT Division to move data from current applications and manual records to the new setup/ERP system. • Co-ordinate with existing system administrators of existing setup to ensure smooth data archival, backup and replication. • Responsibility of ensuring data synchronization lies with the bidder.		
24	Warranty	• 2 years Warranty to be specified • The vendor has to ensure the Onsite Support for a period of two years from the date of installation certificate. Uptime of more than 99% has to be ensured for the system. • During warranty period besides, all software up gradation, bugs/ patches and		

		services shall be provided free of cost by the vendor. • The vendor should fulfill the following conditions during warranty period: • Vendor will also provide a status report every six months through e-mail to • KDB about the support related complaints lodged by different users Vendor would provide the helpdesk support services through telephone/email where users can lodge their complaint. Each user will be assigned a unique trouble ticket number through which he should be able to track the action taken on his complaint through a support portal. The Project Manager will maintain the list of trouble tickets being opened and closed. • Any failure thereof should be rectified within maximum period of two Working days (at headquarters) or 3 working days (at other Sites) as the case may be. • Any system failing at subsystem level at least three times in three months, displaying chronic system design or quality control problem will be totally replaced by the vendor at his cost and risk within 30 days. • Vendor shall visit each site at least once in every six months to carryout preventive maintenance and fine-tune the performance of the system besides regular service calls during warranty period. • On completion of the Warranty period, the KDB has option to enter into Annual Maintenance Contract with the supplier for post warranty maintenance of the systems.		

5.8. DELIVERABLES

5.8.1. Inception Report giving a detailed understanding of the assignment.

5.8.2. A detailed work plan with the resource requirements schedule.

5.8.3. Proposed Hardware and Operating system requirements and specifications

5.8.4. Utility Requirements (other components required for the system to function properly)

5.8.5. Functional Requirements Design

5.8.6. Installed and commissioned Enterprise Resource Planning System

5.8.7. Training of administrators and end users

5.8.8. Well functional and tested System source code

5.8.9. System and User Manuals in hard and soft copy

5.8.10. Fortnight status reports

5.8.11. Risk management report

5.8.12. Final project report

5.8.13. Warranty of 2 years i.e. User and System support

5.9. DATA CONVERSION AND MIGRATION

Bidders are required to create and submit a detailed technical proposal and duration for Data migration and conversion requirements from the existing ERP to the new system that contain all the necessary deliverables that the bidder will follow to ensure smooth phases migration.

5.10. TRAINING

The bidder will provide to KDB a final system manual that is well detailed and it should be in soft copy. The bidder shall provide training to internal users that will contain and not limited to the following: -

5.10.1. Shall provide training to the internal users in the operational and technical aspect of the ERP application being rolled out.

5.10.2. Shall prepare the module specific training manuals and submit to the KDB.

5.10.3. The knowledge transfer shall include initial and ongoing training and skills development, training materials, operations manuals, procedure manuals and deployment/installation guide.

5.10.4. Bidder shall ensure necessary environment setup, data creation to conduct end user training.

5.10.5. Shall appoint trainers and organize training sessions on a timely basis and ensure that the attendance, performance evaluations are recorded from trainees.

5.10.6. Shall provide certificate to the trainees on successful completion of the training for using the ERP application.

Following minimum training session needs to be conducted by Bidder after discussion with management:

	User Group	Type Training	No. of Sessions
1.	Executive Management	The New version of the ERP system with KDB test data.	One (1) session before the system goes live and acceptance of the system by the top management.
2.	All Departmental Employees	The New version of the ERP system with the KDB test data.	Not less than 2 days
3.	Train the trainer	Hands on training to understand usage of all the features of the new product suite	training workshop not less than 5days
4.	Functional Users	Training ERP application users as per the module they each operate on.	Hands on training minimum 3 working days
5.	Administrators	• Database Management • Application Management • Troubleshooting of the system • Data Backup • Full access to codes	Training workshop minimum 10 working days.

5.11. ERP LICENSE

For purposes of assisting with estimation of configuration requirements, the following information may be used.

Total number of staff in KDB is approximately **140** members of staff. The bidder is expected to propose a license structure which is most suitable to KDB. The bidder should give a detailed description of the licensing regime for the ERP.

5.12. SYSTEM MANAGEMENT ANNUAL CHARGES

Any charges such as annual maintenance, annual license fee and software support cost should be clearly stated. The privileges that will be experienced by subscribing to such annual charges should be clearly stated. E.g. Product upgrade at no other cost etc.

5.13. ESTIMATED IMPLEMENTATION SCHEDULE

Provide a detailed implementation schedule detailing the number of your staff required for timely project delivery, the number of KDB staff required to facilitate timely project delivery, and services and material that is critical for the successful project implementation. Highlight the critical milestones that are expected during project implementation with the approach to be taken for a successful timely project implementation.

Note: KDB intends to have the project implemented within **6 months'** period.

5.14. POST STABILIZATION

5.14.1. Bidder shall provide Product support after going live, as a part of this project by deputing technical and functional consultants at site for not less than one month after implementation.

5.14.2. During the stabilization period the bidder would help the KDB to correct any troubleshooting while doing transactions or generating reports. The bidder will correct the user manuals and configuration manuals if required.

5.14.3. Any required configuration and/or customization required during this phase would be done by bidder without any additional cost to the KDB.

The scope of work as envisaged above is only inclusive and not exhaustive. Additional requirements incidental and/ or essential to the above referred scope may be added in writing during implementation stage, without any additional financial implication.

5.15. HARDWARE SPECIFICATIONS

Bidders should provide advice to the KDB in the scoping of hardware requirements to be provisioned for implementation of ERP solution.

5.16. TESTING PLAN

The Vendor should describe in details in their proposal the testing environment and methodology to be used prior to handing over the system for client user acceptance testing (UAT). The Client expects the following test cycle to include:

5.16.1. Unit Testing: The vendor will carry out the unit testing in house to make sure each component and module of the system functions as designed.

5.16.2. Integration Testing: After all modules of the system are developed, integration testing is carried out to make sure that all modules function and perform as expected when working in combination.

5.16.3. Load testing: Since the application will be used by a large number of users in future, load testing will be performed to see how the system performs under heavy loads. This may require fine tuning the web server, application, application server, and/or the database server or network configuration.

5.16.4. Recovery Testing: One of the important aspects of an application is how well it can recover in case of a system failure, server shutdown, or service failure. Tests will be carried out to see how well the system recovers from crashes and hardware failures.

5.16.5. Security Testing: it is necessary to perform detailed security testing of the system. This involves a complete penetration test to make sure the application and the server is not vulnerable to any type of attacks such as SQL injection attack, XSS attacks etc. This will be done by using threat detection and vulnerability scanner software.

The following high level UAT testing approach will be carried out by the client (KDB) prior to system acceptance and signoff:

5.16.6. Usability Testing: The client will test the navigation between screens, user-friendliness and workflows of each of the screens. Against this, if deficiencies are identified the interface maybe redesigned during this testing phase based on feedback from the Client.

5.16.7. Functional Testing: A complete end to end functional testing cycle will run. During the functional test, actual processes, and all key services provided by Registry system will be tested against the business requirement, (end to end) to see if the system meets the requirements as described in the in the RFP document and stores data and generate reports properly.

5.16.8. Acceptance Testing: An end to end functional and quality of service (including security, performance and robustness) will be complete by KDB prior to any system sign off.

5.16.9. UAT Test Script: The vendor will create the UAT test cases to cover a representative sample of cases and user scenarios. In each test case, write the manual test steps to be followed by the client's test team. The client will complete this set of tests in addition to their own developed test cases.

5.17. Technology Platforms

The bidder must define the technology platform(s) to be used to fully deliver their proposed solution. This should include:

5.17.1. The proposed components of the system (Names and versions)

5.17.2. The application development environment.

5.17.3. The database proposed.

5.17.4. Operating system proposed.

5.17.5. Client or end-user operating systems supported

5.17.6. The system must be scalable to accommodate growth in the user base as well as transactions. Comment on how this can be realized.

5.17.7. Please elaborate on the open-endedness of the system to allow integration with other systems especially the e-government system.

5.17.8. Please describe the programming language/technology of the system.

5.17.9. Setup of necessary IT security measures for the system;

5.17.10. Supply and installation/setup of the appropriate software, licenses and kits;

5.17.11. The system must be highly available with an uptime of at least 99.9% availability.

5.17.12. Network environment(s) supported. Bidders are expected to advice and where necessary provide the minimum hardware specifications for the optimum operation of their solution.

For each specification, bidders are requested to provide a clear and concise explanation or provide across-reference to where that explanation or supporting information can be found in other part of the technical proposal.

5.18. Service Level Agreement (SLA) Requirements.

The objective of the Service Level and Support requirements is to ensure that the system implemented is adequately supported and that the system maintains the acceptable uptime levels.

No.	Detailed Requirements
5.18.1.	The bidder MUST guarantee free support for the proposed system for at least one (1) year after commissioning.
5.18.2.	The bidder should furnish a maintenance schedule for the system so supplied.
5.18.3.	The bidder MUST test all the necessary interfaces and interconnection facilities which integrate the components of the proposed system.
5.18.4.	The bidder MUST commit to providing ongoing technical support for the tuning and re-configuration as requested from time to time once an SLA is signed before the expiry of the warranty period.
5.18.5.	The bidders shall propose a service level agreement that addresses the following: i. Escalation matrix ii. Contact persons iii. Response time (2 hours) iv. Proof of local presence v. Online support from manufacturer vi. Any other related SLA requirements

5.19. Support and Maintenance requirements

After completion of the project, continuing support and maintenance activities will be required from the Bidder for a period of time where the system will be on warranty and with continued support and maintenance. This would also include on-site support; hence the bidder must demonstrate availability of local support.

Bidders are required to provide a clause-by-clause response to the specifications in the given format. All bidders are expected to demonstrate and give detailed information on how their proposed system meets the requirements identified below:

Item No.	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
5.19.1.	System and infrastructure Licensing	• Indicate the period of warranty (not less than 24 months)		
		• Hand over Intellectual Property Rights related to the customization to KDB, including all related designs and all relevant further documentation or propose an agreeable escrow contractual agreement.		
		• Grant to the KDB license to access and use the Software, including all inventions, designs, and marks embodied in the Software.		
		• Such license to access and use the Software shall be: o Non-exclusive; o Fully paid up and irrevocable Valid for use within the processes of KDB, within the volume restrictions of the license structure		
		• The software should be permitted to be: o Used or copied for use on or with the computer(s) for which it was acquired (if specified in the Technical Requirements and/or the bidder's bid), plus a backup computer(s) of the same or similar capacity, if the primary is (are) inoperative, and during a reasonable transitional period when use is being transferred between primary and backup;		
		• Used or copied for use on or transferred to a replacement computer(s), and use on the original and replacement computer(s) may be simultaneous during a reasonable transitional period) provided that, if the Technical Requirements and/or the Bidder's bid specifies a class of computer to which the license is restricted and unless the Bidder agrees otherwise in writing, the replacement computer(s) is (are) within that class;		
		• If the nature of the System is such as to permit such access, accessed from other computers connected to the primary and/or backup computer(s) by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access;		

Item No.	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
		• Reproduced for safekeeping or backup purposes;		
		• Customized, adapted, or combined with other computer software for use by the Purchaser, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be subject to same restrictions as are set forth in this Contract;		
		• The Software license shall permit the Software to be disclosed to and reproduced for use (including a valid sublicense) by support service suppliers or their subcontractors, exclusively for such suppliers or subcontractors in the performance of their support service contracts subject to the same restrictions set forth in this Contract		
		• The Bidder's right to audit the Standard Software will be subject to the following terms: ○ The Bidder will allow, under a pre-specified procedure and solely for the purpose of auditing the Standard Software, execution of embedded software functions under the Bidder's control, and unencumbered transmission of resulting information on software usage.		
		• The Bidder will not include programming in Software that restricts and/or limits access to certain features, functionality or capacity of such Software subject to the Purchaser making payments or for other self-help or retaliatory		
5.19.2.	Product upgrades	• At any point during performance of the Contract, should technological advances become available for Information Technologies originally offered by the Bidder in its bid and still to be delivered, the Bidder shall be obligated to offer to the Client the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices		
		• At any point during performance of the Contract, for Information Technologies still to be delivered, the Bidder will also pass on to the Client any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Bidder in the Client's Country		

Item No.	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
		• During performance of the Contract, the Bidder shall offer to the Client all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within agreed timelines.		
		• During the Warranty Period, the Bidder will provide at no additional cost to the Client all new versions, releases, and updates for all Standard Software that are used in the System, within agreed timelines.		
		• During the Warranty Period, the Purchaser shall introduce all new versions, releases or updates of the Software within agreed timelines of receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect system operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects system operation or performance, or requires extensive reworking of the System, the Bidder shall continue to support and maintain the version or release previously in operation for as long as necessary to allow introduction of the new version, release, or update.		
5.19.3.	Duration of license agreements	• In relation to standard software, the license agreements should be perpetual. The support on these licenses should cover an agreed period after the start of the project. After this period KDB must be able to extend the support directly with the product owner.		
5.19.4.	License numbers	• The bidder is expected to propose a license structure which is most suitable to KDB.		
5.19.5.	Support contracts	• Support in relation to software licenses should be on premier level (gold) or comparable tier.		
5.19.6.	Cost reductions	• At any point during performance of the Contract, for Information Technologies still to be delivered, the Bidder will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Bidder in the Purchaser's Country		

Item No.	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
5.19.7.	General conditions	• All equipment that will be delivered by the bidder needs back-to-back manufacturer support. The goods need to be delivered from eligible countries as listed by United Nations Security Council taken under chapter VII of the Charter of the United Nations		

5.20. Technology Transfer

As part of the implementation process, it is the hope of KDB that its implementation personnel can gains significant expertise in both the technology used by the application as well as the inner workings of the application itself. It is our requirement that you ensure that the team is familiar with all aspects of your application.

5.21. Duration of the implementation

It is envisaged that the entire implementation duration will be a maximum of **six months (180 days)** from the date the contract is signed to implementation. However, bidders are encouraged to propose an agreeable duration as may be practically possible while meeting all the requirements of the Terms of Reference.

The project implementation duration does not include the warranty period, which will commence immediately after commissioning the system, for a period of two (2) years.

5.22. Responsibility of client

The client shall undertake the following:

5.22.1. Provide office space and other necessary tools
5.22.2. Introduce the successful bidder to the key parties
5.22.3. Provide relevant documents that may be required
5.22.4. Provision of timely feedback
5.22.5. Payment of dues as per the contract

5.23. Supervisory arrangements

The consultant shall report to the Client's Implementation Team headed by the Managing Director.

5.24. Insurance

The Consultant will be responsible for taking out any appropriate insurance coverage.

5.25. Assignment

The Consultant shall not assign this Contract or sub-contract any portion of it without the Client's prior written consent.

5.26. Staff to Implement the Project

The consultant shall provide names of staff implementing the project and their competence and areas they will be handling.

6. SECTION VI: STANDARD FORMS

6.1. Notes on standard forms

6.1.1. The tenderer shall complete and submit with its tender the form of tender and price schedules pursuant to instructions to tenderers and in accordance with the requirements included in the special conditions of contract.

6.1.2. When requested by the appendix to the instructions to tenderers, the tenderer should provide the tender security, either in the form included herein or in another form acceptable to the procuring entity pursuant to instructions to tenderers clause.

6.1.3. The contract form, the price schedules and the schedule of requirements shall be deemed to form part of the contract and should be modifies accordingly at the time of contract award to incorporate corrections or modifications agreed by the tenderer and the procuring entity in accordance with the instructions to tenderers or general conditions of contract.

6.1.4. The performance security and bank guarantee for advance payment forms should not be completed by the tenderers at the time of tender preparation. Only the successful tenderer will be required to provide performance/entity and bank guarantee for advance payment forms in accordance with the forms indicated herein or in another form acceptable to the procuring entity and pursuant to the – conditions of contract.

6.1.5. The principal or manufacturer's authorization form should be completed by the principal or the manufacturer, as appropriate in accordance with the tender documents.

6.2. STANDARD FORMS.

6.2.1. Technical Proposal Submission Form
6.2.2. Financial Proposal Submission Form
6.2.3. Price schedules
6.2.4. Contract form
6.2.5. Confidential Questionnaire form
6.2.6. Performance security form
6.2.7. Anti-Corruption Declaration Commitment

TECHNICAL PROPOSAL SUBMISSION FORM

[_______________ Date]

To: ______________________ [Name and address of Client)

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for __________________

_______________________________ [Title of consulting services] in accordance with your Request for Proposal dated ______________________[Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, [and a Financial Proposal sealed under a separate envelope-where applicable].

We understand you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

_______________________________ [Authorized Signature]:

________________________________ [Name and Title of Signatory]:

_________________________________ [Name of Firm]:

_________________________________[Address:]

FIRM'S REFERENCES

Relevant Services Carried Out in the Last Five Years

That Best Illustrate Qualifications
Using the format below, provide information on each assignment for which your firm either individually, as a corporate entity or in association, was legally contracted.

Assignment Name:		Country
Location within Country:		Professional Staff provided by Your Firm/Entity(profiles):
Name of Client:		Clients contact person for the assignment.
Address:		No of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (Kshs)
Name of Associated Consultants. If any:		No of Months of Professional Staff provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name: ____________________________________

Name and title of signatory; _________________________

3. COMMENTS AND SUGGESTIONS OF CONSULTANTS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT.

On the Terms of Reference:

1.

2.

3.

4.

5.

On the data, services and facilities to be provided by the Client:

1.

2.

3.

4.

5.

DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

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5. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/Managerial Staff

Name	Position	Task

2. Support Staff

Name	Position	Task

FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: ______________________________

Name of Firm: ______________________________

Name of Staff: ______________________________

Profession: ______________________________

Date of Birth: ______________________________

Years with Firm: ______________ Nationality: ______________

Membership in Professional Societies: ______________________________

Detailed Tasks Assigned: ______________________________

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations].

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended and degree[s] obtained.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments.]

Certification:

I, the undersigned, certify that these data correctly describe me, my qualifications, and my experience.

____ Date: _________________

[Signature of staff member]

____ Date; _________

[Signature of authorized representative of the firm]

Full name of staff member: ____

Full name of authorized representative: ____

7. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

Months (in the Form of a Bar Chart)

Name	Position	Reports Due/ Activities	1	2	3	4	5	6	7	8	9	10	11	12	Number of months

Reports Due: ___________________________

Activities Duration: __________________

Signature: _____________________________
(Authorized representative)

Full Name: __________________________

Title: ________________________________

Address: _____________________________

ACTIVITY (WORK) SCHEDULE

(a). Field Investigation and Study Items

[1st,2nd, etc., are months from the start of assignment)

Activity (Works)	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th

(b). Completion and Submission of Reports

Reports	Date
1. Inception Report	
2. Interim Progress Report a. First Status Report b. Second Status Report	
3. Draft Report	
4. Final Report	

FINANCIAL PROPOSAL SUBMISSION FORM

________________[Date]

____

____

[Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for (____________) [Title of consulting services] in accordance with your Request for Proposal dated (__________________) [Date] and our Proposal. Our attached Financial Proposal is for the sum of (____) [Amount in words and figures] inclusive of the taxes.

We remain,

Yours sincerely,

_____________________________ [Authorized Signature]:

_____________________________ [Name and Title of Signatory]:

_____________________________ [Name of Firm]

_____________________________ [Address]

Costs	Currency(ies)	Amount (s)
Subtotal		
Taxes		
Total Amount of Financial Proposal		

SUMMARY OF COSTS

BREAKDOWN OF PRICE PER ACTIVITY

Activity NO.: ___________________________	Description:_____________________________
Price Component	Amount(s)
Remuneration Reimbursable Miscellaneous Expenses Subtotal	____________________________________

PRICE SCHEDULE OF SERVICES

Name of Tenderer ____

Tender Number: **KDB /RFP/ERP/2019-2020**

Based on the information contained in the technical specifications, the prospective bidders should provide a breakdown of costs in the format shown below.

No.	**Description**	**Cost/Unit (Cost /No of Users)**	**Total Cost**
Software cost – This includes development costs, modes of licensing and per user cost of licenses for all modules.			
1.	All modules (attach breakdown of cost per module)		
2.	Database		
3.	License costs		
4.	Reporting		
5.	Implementing costs		
6.	Training costs		
7.	Annual maintenance and support costs for the 1st Year after commissioning		
8.	Annual Maintenance and support costs for the 2nd and the 3rd Year after commissioning		
9.	Remuneration Costs (for Staffs within the Firm)		
10.	Any other Costs other than post-implementation costs		
	Total Costs		

Signature of tenderer ____

Note:

- In case of discrepancy between unit price and total, the unit price shall prevail.
- Prices should be inclusive of all applicable taxes
- The Totals will be used to arrive at the winning bidder

CONFIDENTIAL BUSINESS QUESTIONNAIRE

You are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2(b) or 2(c) whichever applied to your type of business.

You are advised that it is a serious offence to give false information on this form.

	Part 2 (a) – Sole Proprietor Your name in full…………………………………………….Age……………………………………………. Nationality…………………………Country of Origin………….…………………….. Citizenship details ………………………………………………………..
	Part 2 (b) – Partnership Given details of partners as follows Name Nationality Citizenship details Shares 1. …….. 2. ……………………………………………………………………………………………
	Part 2 (c) – Registered Company Private or Public State the nominal and issued capital of company Nominal Kshs. Issued Kshs. Given details of all directors as follows Name Nationality Citizenship details Shares 1. ……… 2. ……… 3
	Date…………………………………………….…Signature of Candidate…………………..…………..

PERFORMANCE SECURITY FORM.

To……………………………………………………………………………… [name of the Procuring entity]

WHEREAS……………………………………………………… [name of tenderer]

(hereinafter called "the tenderer") has undertaken, in pursuance of Contract No. ____________[reference number of the contract] dated _____________20_____to

supply……………………………………………………………………………………

[Description services] (Hereinafter called "the contract")

AND WHEREAS it has been stipulated by you in the said Contract that the tenderer shall furnish you with *a* bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Tenderer's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the tenderer a guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the tenderer, up to a total of ……………… …………………………………...………. *[Amount of the guarantee in figures and words],*

and we undertake to pay you, upon your first written demand declaring the tenderer to be in default under the Contract and without cavil or argument, any sum or sums within the limits of ………………………... *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of 20____

Signature and seal of the Guarantors

____

[name of bank or financial institution]

____

[address]

____

[date]

(Amend accordingly if provided by Insurance Company)

BANK GUARANTEE FOR ADVANCE PAYMENT

To…………………………………………………………………………

[name of tender] ……………………………………………………………………………….

Gentlemen and/or Ladies:

In accordance with the payment provision included in the special conditions of contract, which amends the general conditions of contract to provide for advance payment,

……………………………………………………………………………

[name and address of tenderer] [hereinafter called "the tenderer"] shall deposit with the Procuring entity a bank guarantee to guarantee its proper and faithful performance under the said clause of the contract in an amount of …………………………………………………………………………………………………… *[amount of guarantee in figures and words].*

We, the ……………………………………………………………………………………

[bank or financial institution], as instructed by the tenderer, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Procuring entity on its first demand without whatsoever right of objection on our part and without its first claim to the tenderer, in the amount not exceeding *[amount of guarantee in figures and words].*

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there under or of any of the Contract documents which may be made between the Procuring entity and the tenderer, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment received by the tenderer under the Contract until *[date]*.

Yours truly,

Signature and seal of the Guarantors

____

[name of bank or financial institution]

____

[address]

____

[date]

CONTRACT FORM

This Agreement, [hereinafter called "the Contract") is entered into this _____________ [Insert starting date of assignment], by and between ____ [Insert Client's name] of [or whose registered office is situated at] ____ [insert Client's address] (hereinafter called "the Client") of the one part AND

____ [Insert Consultant's name] of [or whose registered office is situated at] ______________________________________ [insert Consultant's address] (hereinafter called "the Consultant") of the other part.

WHEREAS the Client wishes to have the Consultant perform the services [hereinafter referred to as "the Services", and

WHEREAS the Consultant is willing to perform the said Services,

NOW THEREFORE THE PARTIES hereby agree as follows:

1. Services

(i) The Consultant shall perform the Services specified in Appendix A, "Terms of Reference and Scope of Services," which is made an integral part of this Contract.

(ii) The Consultant shall provide the personnel listed in Appendix B, "Consultant's Personnel," to perform the Services.

(iii) The Consultant shall submit to the Client the reports in the form and within the time periods specified in Appendix C, "Consultant's Reporting Obligations."

2. Term

The Consultant shall perform the Services during the period commencing on_____________ [Insert starting date] and continuing through to_____________ [Insert completion date], or any other period(s) as may be subsequently agreed by the parties in writing.

(i)

3. Payment

A. Ceiling

For Services rendered pursuant to Appendix A, the Client shall pay the Consultant an amount not to exceed___ _____________ [Insert amount]. This amount has been established based on the understanding that it includes all of the Consultant's costs and profits as well as any tax obligation that may be imposed on the Consultant.

B. Schedule of Payments

The schedule of payments is specified below (Modify in order to reflect the output required as described in Appendix C.)

Kshs______________________ upon the Client's receipt of a copy of this Contract signed by the Consultant;

Kshs______________________ upon the Client's receipt of the draft report, acceptable to the Client; and

Kshs______________________ upon the Client's receipt of the final report, acceptable to the Client.

Kshs______________________ Total

C. Payment Conditions

Payment shall be made in Kenya Shillings unless otherwise specified not later than thirty [30] days following submission by the Consultant of invoices in duplicate to the Coordinator designated in Clause 4 herebelow. If the Client has delayed payments beyond thirty (30) days after the due date hereof, simple interest shall be paid to the Consultant for each day of delay at a rate three percentage points above the prevailing Central Bank of Kenya's average rate for base lending.

4. ProjectA. Coordinator. Administration

The Client designates __________________[insert name] as Client's Coordinator; the Coordinator will be responsible for the coordination of activities under this Contract, for acceptance and approval of the reports and of other deliverables by the Client and for receiving and approving invoices for payment.

B. Reports.

The reports listed in Appendix C, "Consultant's Reporting Obligations," shall be submitted in the course of the

(ii)

assignment and will constitute the basis for the payments to be made under paragraph 3.

5. Performance Standards

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any

employees assigned under this Contract that the Client considers unsatisfactory.

6. Confidentiality The Consultant shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

7. Ownership ofAny studies, reports or other material, graphic, software
Material or otherwise prepared by the Consultant for the Client under the Contract shall belong to and remain the property of the Client. The Consultant may retain a copy of such documents and software.

8. Consultant Not The Consultant agrees that during the term of this
to be EngagedContract and after its termination the Consultant and
in certain any entity affiliated with the Consultant shall be
Activities disqualified from providing goods, works or services (other
than the Services and any continuation thereof) for any
project resulting from or closely related to the Services.

9. Insurance The Consultant will be responsible for taking out any appropriate insurance coverage.

10. Assignment The Consultant shall not assign this Contract or sub-contract any portion of it without the Client's prior written consent.

11. Law Governing The Contract shall be governed by the laws of Kenya and Contract and the language of the Contract shall be English Language. Language

12. Dispute Resolution Any dispute arising out of the Contract which cannot be amicably settled between the parties shall be referred by either party to the arbitration and final decision of a person to be agreed between the parties. Failing agreement to concur in the appointment of an Arbitrator, the Arbitrator shall be appointed by the chairman of the Chartered Institute of Arbitrators, Kenya branch, on the request of the applying party.

FOR THE CLIENT FOR THE CONSULTANT

Full name; ________________________________ Full name;________________________

Title: _______________________________________Title: ______________________________

Signature;_________________________________Signature;______________________

Date;_______________________________________Date;___________________________

LETTER OF NOTIFICATION OF AWARD

Address of Procuring Entity

____

____

To: _____________________

____

____

____

RE: Tender No. _____________________

Tender Name _________________

This is to notify that the contract/s stated below under the above mentioned tender have been awarded to you.

____

____

1. Please acknowledge receipt of this letter of notification signifying your acceptance.

2. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 14 days from the date of the letter.

3. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

(FULL PARTICULARS) ____

____

SIGNED FOR ACCOUNTING OFFICER

ANTI CORRUPTION DECLARATION PLEDGE FORM

I/WE(Name of the firm) declare that I/WE recognize that Public Procurement is based on a free and fair competitive Tendering process which should not be opened to abuse

I/WE……………………. Declare that I/WE………………will not offer or facilitate directly or indirectly any inducement or reward to any public officer, their relations or business associates, in accordance with the tender No…………………………. for or in the subsequent performance of the contract. If I/WE/am/are successful

Signed by……………………………….. Chief Executive Officer or Authorized representative.