

**COUNTY GOVERNMENT OF KISUMU
DEPARTMENT FOR EDUCATION, ICT & HCD**



**TENDER DOCUMENT FOR PROCUREMENT OF
CONSULTANCY SERVICES FOR THE DEVELOPMENT OF
AUTOMATION & DIGITIZATION ROADMAP.**

CGK/ICT/01/2020-2021

MARCH, 2020

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INTRODUCTION

1. This standard Request for Proposals for selection of individual professional consultants has been prepared for use by public entities in Kenya. It has been found necessary for selection of individual consultants who are also regulated by their professional institutions or associations as opposed to selection of consultants who could be either individuals or body corporate.
2. This Request for proposals will be used for open tendering, restricted tendering or request for proposals.
3. The general conditions of contract in the Standard Contract Form should not be modified and instead the special conditions of the contract may where necessary be modified by the procuring entity, for use, to reflect the unique circumstances of the particular assignment.

SECTION I- LETTER OF INVITATION

To [name and address of consultant]

Date

Dear Sir/Madam,

1.1 The **County Government of Kisumu, Department of Education, ICT & HCD** invites proposals for the *Procurement of Consultancy Services for Development of Automation & Digitization Roadmap*. More details of the services are provided in the terms of reference herein.

1.2 The request for proposal (RFP) includes the following documents; Section I
- Letter of invitation
Section II - Information to Consultants
Section III - Terms of reference Section IV
- Technical Proposal Section V
- Financial proposal
Section VI - Standard Forms

1.3 On receipt of this RFP please inform us
(a) that you have received the letter of invitation; and
(b) whether or not you will submit a proposal for the assignment

Yours Sincerely

County Secretary,

County Government of Kisumu

SECTION II - INFORMATION TO CONSULTANTS

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SECTION II

- INFORMATION TO CONSULTANTS

2.1 Introduction

- 2.1.1 County Government of Kisumu will select an individual consultant among those invited to submit proposals or those who respond to the invitation for proposals in accordance with the method of selection detailed under this section and consistent with the regulations.
- 2.1.2 The consultants are invited to submit a technical proposal and a financial proposal for consulting services required for the assignment stated in the letter of invitation (Section I).
- 2.1.3 In the assignment where the procuring entity intends to apply standard conditions of engagement and scales of fees for professional services, which scale of fees will have been approved by a relevant authority, a technical proposal only may be invited and submitted by the consultants. In such a case the highest ranked individual consultant in the technical proposals shall be invited to negotiate a contract on the basis of the set scale of fees. The technical proposals will be the basis for contract negotiations and ultimately for a signed contract with the selected individual consultant.
- 2.1.4 The consultants must familiarize themselves with local conditions as regards the assignment and take them into account in preparing their proposals. To obtain adequate information on the assignment and on the local conditions, consultants are encouraged to liaise with the procuring entity regarding any information that they may require before submitting a proposal.
- 2.1.5 The client will provide the inputs and services specified in the special conditions of contract needed to assist the individual consultant to carry out the assignment.
- 2.1.6 The cost of preparing the proposal and negotiating the contract including any visit to the procuring entity are not reimbursable as a direct cost of the assignment. The procuring entity is not bound to accept any of the proposals submitted.

2.1.7 The procuring entity's employees, committee members, board members and their relatives (spouse and children) are not eligible to participate in the tender.

2.2 Clarification and amendment to the RFP documents

2.2.1 Individual consultant may request clarification of any of the RFP documents not later than Seven (7) days before the deadline for the submission of the proposals. Any request for clarification must be sent in writing by post, fax or email to the procuring entity's address indicated in the special conditions of contract. The procuring entity will respond by post, fax or email 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 individual consultants invited to submit proposals.

2.2.2 At any time before the deadline for submission of the proposals, the procuring entity may for any reason, either at its own initiative or in response to a clarification requested by an intended individual consultant amend the RFP. Any amendment shall be issued in writing, fax or email to all invited individual consultants and will be binding on them. The procuring entity may at its discretion extend the deadline for the submission of the proposals.

2.2.3 Clarification of tenders shall be requested by the tenderer to be received by the procuring entity not later than 7 days prior to the deadline for submission of tenders.

2.2.4 The procuring entity shall reply to and clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

2.3 Preparation of proposals

2.3.1 The individual consultant's proposal shall be written in English language.

2.3.2 In preparing the Technical proposal, the individual consultants are expected to examine the documents consisting the 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, the individual consultant must give particular attention to the following:

- (a) If an individual consultant considers that he/she does not have all the expertise required for the assignment, he/she may suggest in the proposals other individual(s) who will assist in the assignment but they will not be party to the contract for the purpose of the performance of the assignment. An individual consultant will not propose other individual consultants invited to submit proposals for the assignment. Any individual consultant in contravention of this requirement shall automatically be disqualified.
- (b) For all the staff who will be involved in the exercise of the proposals to consultant must indicate their responsibility in the assignment and also the staff time as necessary.
- (c) The curriculum vitae (CV) of the staff proposed must be submitted with the proposal.

2.3.4 The Technical proposal shall provide the following information;

- (a) The individual consultants' CV and a brief of any recent experience of assignment of a similar nature. For each assignment the brief should indicate the profiles of staff involved, contract amount and the individual consultant's involvement.
- (b) Any comments or suggestions on the Terms of Reference and a list of service and facilities requested to be provided by the procuring entity.
- (c) A description of the methodology and work plan for performing the proposed assignment.
- (d) Any additional information requested in the special conditions of contract.

2.3.5 The Technical proposal shall be separate from the financial proposal and shall not include any financial information.

2.4 Financial proposal

2.4.1 In preparing the financial proposal, the individual consultants are expected to take into account the time required in completing the assignment as outlined in the RFP documents. The financial proposal

- will therefore be quoted in fees per day or month. The financial proposal may also include other costs as necessary, which will be considered as reimbursables.
- 2.4.2 The Financial proposal should include the payable taxes.
- 2.4.3 The fees shall be expressed in Kenya Shillings.
- 2.4.4 The Financial proposal must remain valid for 90 days after the submission date. During this period the individual consultant is expected to keep available at his own cost any staff proposed for the assignment. The procuring entity will make best efforts to complete negotiations within this period. If the procuring entity wishes to extend the validity period of the proposals, the consultants who do not agree, have the right not to extend the validity of their proposals.
- 2.4.5 The financial proposal must comply with the law governing the profession of the consultant.

2.5 Submission, Receipt and opening of proposals

- 2.5.1 The technical proposal and the financial proposal (if required) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the individual consultants. Any such corrections must be initialed by the individual consultant.
- 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 original and all copies of the Technical proposal shall be placed in a sealed envelope clearly marked “TECHNICAL PROPOSAL”, and the original and all copies of the financial proposal in a sealed envelope duly marked “FINANCIAL PROPOSAL”. Both envelopes shall be placed in an outer envelope and sealed. This outer envelope shall bear the procuring entities address and other information

Indicated in the appendix to the instructions to consultants and clearly marked “DO NOT OPEN before **6th April 2021. Subsequently, the consultants MUST ensure online submission of the same through the IFMIS supplier’s portal. Hard copies can be deposited in the tender box, located at the 2nd Floor at the County Headquarters’, Procurement Office.**

- 2.5.4 The completed Technical and Financial proposals must be delivered at the submission address on or before the time and date of the submission of the proposals indicated in the appendix to the instructions to consultants. Any proposals received later than the closing date for submission of proposals shall be rejected and returned to the individual consultant unopened. For this purpose, the inner envelope containing the technical and financial proposals will bear the address of the individual consultant submitting the proposals.
- 2.5.5 After the deadline for submission of proposals the outer envelope and the technical proposals shall be opened immediately by the opening committee. The financial proposals shall be marked with the individual consultant’s number allocated at the time of opening the outer envelope and the technical proposals but shall remain sealed and in the custody of a responsible officer of the procuring entity up to the time set for opening them.

2.6 Evaluation of the Proposal (General)

- 2.6.1 From the time the proposals are opened to the time of the contract award, if any individual consultant wishes to contact the procuring entity on any matter relating to his/her proposal, he/ she should do so in writing at the address indicated in the appendix to the instructions to consultants. Any effort by an individual consultant to influence the procuring entity’s staff in the evaluation of proposals, companion proposals or awards of contract may result in the rejection of the individual consultant proposal.
- 2.6.2 The proposal evaluation committee shall have no access to the Financial Proposal, which in any case will remain sealed, until the technical evaluation is concluded or finalized.

2.7 Evaluation of Technical Proposals

- 2.7.1 The evaluation committee appointed by the procuring entity to evaluate the proposals shall carry out the evaluation of technical

proposals as per the details in the TOR

- 2.7.2 Any proposal which will be examined and found not to comply with all the requirements for submission of the proposals will be declared non-responsive. All the proposals found to have complied with all the requirements for submission of proposal shall be declared responsive by the evaluation committee.
- 2.7.3 Each responsive proposal will be given a technical score (ST). Any technical proposal which fails to achieve the total minimum score indicated in the appendix to the information to tenderers shall be rejected at this stage and will not proceed to the next stage of evaluation. The respective financial proposal will be returned to the individual consultant unopened.

2.8 Opening and Evaluation of Financial Proposals

- 2.8.1 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 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.

2.8.2 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.

2.8.3 The formulae for determining the financial score (SF) unless an alternative formula is indicated in the appendix to the information to tenderers shall be as follows:

$$Sf = 100 \times \frac{fm}{f}$$

where Sf is the financial score
Fm is the lowest fees quoted and
F is the fees of the proposal under consideration.

The lowest fees quoted will be allocated the maximum score of 100.

2.8.4 The individual consultants' proposals will be ranked according to their combined technical score (st) and financial score (sf) using the weights indicated in the appendix to the instructions to consultants. Unless otherwise stated in the appendix to the instructions to consultants the formulae for the combined scores shall be as follows;

$$S = ST \times T\% + SF \times P\%$$

Where

S is the total combined scores of technical and financial scores

St is the technical score
Sf is the financial score

T is the weight given to the technical proposal and P is the weight given to the financial proposal

Note P + T will be equal to 100%

The individual consultant achieving the highest combined technical and financial score will be invited for negotiations.

2.9 Negotiations

- 2.9.1 Negotiations will be held at the same address indicated in the appendix to the information to consultants. The purpose of the negotiations is for the procuring entity and the individual consultant to reach agreements on all points regarding the assignment and sign a contract.
- 2.9.2 The negotiations will include a discussion on the technical proposals, the proposed methodology and work plan, staff and any suggestions made by the individual consultant to improve the Terms of reference. The agreed work plan and Terms of reference will be incorporated in the description of the service or assignment and form part of the contract.
- 2.9.3 The negotiations will be concluded with a review of the draft contract. If negotiations fail, the procuring entity will invite the individual consultant whose proposal achieved the second highest score to negotiate a contract.

2.10 Award of Contract

- 2.10.1 The contract will be awarded before commencement of negotiations. After negotiations are completed the procuring entity will promptly notify the other individual consultants that they were unsuccessful and return the financial proposals of the individual consultants who did not pass technical evaluation.
- 2.10.2 The selected individual consultant is expected to commence the assignment on the date indicated in the appendix to the information to consultants or any other date agreed with the procuring entity.

2.11 Confidentiality

- 2.11.1 Information relating to evaluation of proposals and recommendations of contract award shall not be disclosed to the individual consultants who submitted the proposal or to other persons not officially concerned with the process, until the winning individual consultant has been notified that he/she has been awarded the contract.

SECTION III - TERMS OF REFERENCE (TOR)

Notes on the preparation of Terms of Reference

The terms of reference are the initial statement to the consultants, of the services to be performed and should therefore be clear and precise and should contain the following sections;

- (a) Background information
- (b) Objectives of the assignment
- (c) Scope of work or services of the assignment
- (d) Training requirements (where applicable)
- (e) Reporting systems and time schedules
- (f) Personnel, facilities and other requirements to be provided by the procuring entity and
- (g) Terms of payment

TERMS OF REFERENCE – DIGITIZATION & AUTOMATION CONSULTANCY

These Terms of Reference describe the requirements for Digital Transformation and Automation Consultancy for the County Government of Kisumu.

1. BACKGROUND INFORMATION

Kisumu County is one of 47 devolved units in the Republic of Kenya. Its headquarters is Kisumu City which is the third largest city in Kenya; It has a population of 1,155,574 (according to the 2019 National Census). The land area of Kisumu County totals 2085.9 km², administratively; the county is divided into 7 sub-counties, which are further divided into 35 wards.

The county's mission is to transform the livelihood of its people on a foundation of integrity through accountable, efficient and effective leadership that invokes participation and pursuit of quality services. It is on this strength that the county has embarked on an elaborate and extensive approach to digitize and automate its processes; Information Technology has therefore been identified as the driving force for effective and efficient service delivery to the residents of this great county.

The acceleration of the County's digital transformation is influenced by the widespread adoption of Internet-based services, increasing expectations for convenient access to government services bolstered by digital-aware residents, a rising need for quality service delivery and the inability of physical delivery channels to serve stakeholders at scale with efficiency.

As a result, the county is seeking the services of Competent Firm or Consortium to prepare a Digitization & Automation Strategy Paper to guide the reengineering process.

2. PROBLEM STATEMENT

The County Government of Kisumu has over the years attempted to automate many of its workflows by setting up different Information Technology (IT) systems to improve various processes. As a result, almost all directorates/departments have at least one independent IT system under their wings. This is ineffective in terms of data and resources management. The existing workflow processes within the county are due for review, upgrade or initialization as a means of achieving significant levels of efficiency and effectiveness.

3. ELIGIBILITY OF THE FIRM/CONSORTIUM/SUB-CONTRACTORS

This is an open national tender and all eligible companies are allowed to participate in this assignment. In case, one firm does not meet all the requirements, then it can form consortium or include sub-contractor to cumulatively meet technical requirements. However, in case of participation of more than one firm, it is mandatory to define the Primary/Lead Partner/Firm who would be responsible to deliver the assignment on behalf of the consortium. Local Firms can tie-up Foreign Partner/Firms if required to be part of the consortium. In an event of the Consortium formation or Sub-Contracting, all the associated partners/firms require to provide a joint venture agreement and Power of Attorney appointing an authorized representative for the joint venture.

4. OBJECTIVES OF THE ASSIGNMENT

The objective is to get a comprehensive lead document to guide the whole digitization and automation process; this will also include the Business Processes Re-engineering model which will address: The consultant should help the county in coming up with a strategy and roadmap for the digitization of all County Government of Kisumu processes.

5. SCOPE OF THE CONSULTANCY

The scope of the work includes:

5.1. IT Governance for the County Government of Kisumu

- Study, analyze and review and recommend a framework that will provides a structure for organization to ensure that IT investments support county processes and
- Align IT strategy with Business strategy

5.2 Recommendations on Upgrade of ICT infrastructure, including:

- Audit of the ongoing network infrastructure set up and availability to identify any gaps, if any and propose how to close these gaps.
- Review data storage environment, capacity, and advice on any requirement in line with planned applications and data management requirements (backups, recovery point objectives, recovery time objectives, and real time replication needs)
- Network and internet connectivity optimization, central management, bandwidth monitoring etc.
- Provide technical expertise, in liaison with the client, in procurement of equipment and installation of the same. (End user equipment and or LAN activate equipment)
- Business Continuity Planning and Back up services to include a Disaster Recovery Site
- Prepare a blueprint on the upgrade of the current servers and data centre.
- Guide in the preparation of the standard operating procedures for the Digital Assets and also in the preparation of the SLAs to be used to maintain/upgrade these Assets.
- Prepare a comprehensive improvement and/or upgrade and/or procurement plan for the ICT infrastructure and related components adhering to the best industry practices and business continuity plan.

5.3 Recommendations on Integration of County's Applications and Information Management Systems (currently deployed or proposed to be implemented), including:

- Review of existing operating systems, applications and Information Management Systems and provide a guide on any necessary development and improvements and how best to implement such proposals.
- Audit of the ongoing application projects to identify any gaps in scoping and delivery and to propose how to close the gap.
- Review the projects which are in the pipeline and prepare the Terms of References for the upcoming projects.
- Evaluate the best option to synchronize every application and functions.

- Evaluate the digital requirements of each of the departments which falls under the County Government of Kisumu
- Propose systems considering the future growth and plans of the county
- Build a roadmap for the application landscape
- Prepare the strategy for inter-operability of various independent software programs running in isolations either through integration or interfacing.
- Prepare strategy to reduce the movement of physical paper documents and encourage electronic movement of files and office documents

5.4 Synchronization of the County ICT Security Setup

- Review of existing security structure and policies.
- Review the security installations and the SLAs with the respective service providers.
- Evaluate the best option to provide utmost security and safety of the applications and the setup at the county
- Evaluate the future projects and access level to each of the proposed applications and systems
- Propose systems considering the future growth and plans as per the county's plan
- Build a roadmap for the security landscape

5.5 ICT Operating Model and Capacity Building

- Review the current ICT organizational structure, capacity and duties tasked to the department;
- Review major current and planned ICT projects and initiatives;
- Review existing and planned ICT policies and procedures;
- Define organizational ICT strategies that should be in place to effectively support the county
- Define how resources and assets must be organized, monitored and controlled to deliver ICT services and value to the county.
- Recommend skills that are required of users and ICT staff within the county
- Determine application systems that will address deficiencies that currently exist in the information and functionality required of ICT at the county;
- Define the applications and data architecture required to enable the county achieve its information processing and knowledge management needs;
- Define and recommend ICT management practices that are necessary to enable execution and delivery of world-class ICT to the county.
- Develop an ICT organization framework that will cover specific processes, organization structures, user and ICT skills requirements, policies and standards;
- Recommend an ICT governance framework including project management frameworks and ICT standards, policies and procedures;
- Propose an ICT Strategy, incorporating ICT initiatives to be undertaken in the planning horizon and develop a business case for these.

6. THE DURATION AND LOCATION OF WORKS:

It is envisaged that the entire duration of the consultancy will take a maximum of 8 weeks (and can be extended). However, bidders are encouraged to propose a lesser duration as may be practically possible while meeting all the requirements of the Terms of Reference.

The consultant can come from any part of Kenya but must be willing and able to travel to Kisumu for face-to-face discussions and deliberations. The successful consultant will be expected to spearhead the whole digitization and automation process at the County Government of Kisumu though on a different contractual terms.

7. THE DELIVERABLES:

- Comprehensive five (4) years Digitization and Automation Roadmap (2021-22 to 2023-2024)
- Proposals and guideline on core and support systems to be implemented.
- Provide budgetary guidance towards implementation of these ICT programs and projects
- TORs for various digitization programs
- Change management program.

8. OUTCOME MILESTONES:

- Project Inception Report (within 2 weeks of the Assignment)
- Initial Understanding and identification of the Problem statement (within 4 weeks of the Assignment)
- Draft Digitization & Automation Roadmap Document (Within 6 weeks of the Assignment).
- Final Digital Strategy Document (Within 8 weeks of the Assignment).

9. METHODOLOGY

The Consultant will: -

- Be expected to come up with appropriate methodology to carry out the assignment within the timelines stipulated and to ensure regular reporting occurs throughout the duration of the assignment

10. PROPOSED IMPLEMENTATION APPROACH AND WORK PLAN

- The Consultant/ firm is required to describe their technical approach and Work plan to deliver this assignment, to realize the expected output.
- The duration of the consultancy shall be 8 weeks.
- The Consultant/firm is required to propose the main activities of the assignment, their content and duration, interrelations, milestones (including interim approvals by the Client), and delivery dates.

- The Consultant/firm should provide costs of implementing each module and their recommended priority order of implementation, taking into account the following County's priority areas: current workflows, current and proposed systems and training of staff.
- The priority order of implementation will however be agreed upon between the successful Consultant and the County

11. WORKING ARRANGEMENT

- The Consultant/ firm will work full time on this assignment.
- The County Government of Kisumu shall provide office space to the Consultant/ firm and its resources and limited administrative and logistical support.
- The Consultant/firm and their resources will use their own laptops, cell phone and cater for their transport and daily subsistence allowances
- The Consultant/firm to report to the chairperson of the automation committee who will certify delivery of outputs following the review by himself and the Committee.
- This assignment will be carried out in close collaboration with the Digitization Technical Working Group, under the overall guidance and supervision of the ICT Director and under the direct supervision of the CECM Education and ICT in the County Government of Kisumu.

12. REQUIRED SKILLS AND EXPERIENCE

- The firm expressing interest for this work should demonstrate capacity in conducting similar activity and evidence of work that it has done before.
- Demonstrate an understanding of County Government processes and procedures.
- Minimum of 5 years of relevant experience working in ICT business development/project analysis, business planning, in public or/and private sector
- Proven experience in strategic planning, project management and execution of ICT projects/studies, project design and management as it contributes to economic development;
- 3 years' experience of working in or with County Governments preferably in the ICT sector
- The firm/consortium should have worked at least 4 (Four) similar assignments, with one each on Business Process Re-engineering, Electronic Document Management System, Project Management Assignment
- The provider should have experience of providing automation advice and solutions to other local governments
- The provider should have experience of automation feasibility studies for (local) government
- The provider should have experience of implementing automation technologies, including: Robotic Process Automation, Content Capture, Conversational AI, Chatbots and Data Mining.
- Rigorous, results-oriented consultant with strong analytical skills, sound business judgement and the ability to identify needs and constraints, to set priorities and translate them into actions
- The firm should have worked at least 4 (Four) similar assignments, with one each on Business Process Re-engineering, Electronic Document Management System, ICT Security Consultancy, and Advisory & Project Management Assignment
- Fluent in written and spoken English

12. COMMERCIAL PROPOSAL

Interested Consultants/firms should submit their proposal price offer as follows below in lump sum approach. The offer should be all inclusive, with all costs (professional fees, travel costs, living allowances, communications, consumable, etc.) that could possibly be incurred by the Consultant.

Cost Type	Amount	Remarks
6 months service (professional fees)		
Travel		
Others (Please specify)		
Total LUMP Sum		

13. MANDATORY REQUIREMENTS

All the candidates shall submit the mandatory information and documents based on the matrix below;

- Letter of interest and availability.
- A copy of valid certificate of registration/incorporation
- A copy of valid tax compliance certificate from the Kenya Revenue Authority including PIN certificate or its equivalent)
- Copy of current business permit/trade permit
- Joint Venture or Teaming up Agreement of all associated firms clearly defining the Prime Bidder in case of a joint venture.
- Power of Attorney delegating authority to the signatory of the tender to commit the tenderer and in joint venture a party to the joint venture should be nominated to commit on behalf of the whole team.
- Submission of Duly filled Technical proposal forms in the required format)
- Must submit Audited accounts for the last three years (2017, 2018 and 2019)
- Submission of CR12 Letter from Registrar of Companies or equivalent to show names of Directors of the tendering company (in case of a company), Name of Proprietor (for Sole Proprietor and Business Name) and Names of Partners (for Partnerships) –as applicable.
- Fully filled attached Mandatory Confidential Business Questionnaire.
- Submission of a Tender security in the prescribed format valid for 120 days from the date of proposal opening from a reputable bank in Kenya or an Insurance Company approved by Public Procurement Regulatory Authority (PPRA).
- Submission of a serialized or paginated document without any breaks in the correct sequence including all appendices and attachments. In case of a joint venture, Consortium or Sub-Contracting, items b, c, h, I and j must be submitted by all the partners to the joint venture.

14. EVALUATION METHOD

Cumulative analysis method will be used to evaluate the proposals. The evaluation Criteria as shown below shall be used to evaluate all the proposals received. The award of the individual Firm/Consortium shall be made to the individual Firm/Consortium whose offer has been evaluated and determined as:

- Responsive /compliant /acceptance, and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation
 - (i) Mandatory Evaluation –Yes/No
 - (ii) Technical Criteria weightage –80 points
 - (iii) Financial /Criteria weightage –20 points

Evaluation Process and Methods

Activity	Description	Rating	
Technical requirements			
Company experience	Company’s ability to deliver as per the referenced terms and conditions; <ul style="list-style-type: none"> (a) 10+ years (10 marks) (b) 5+ years (5 marks) (c) 3+ years (3 marks) (d) Less than 3 years (1mark) (e) at least 4 (Four) similar assignments, with one each on Business Process Re-engineering, Electronic Document Management System, ICT Security Consultancy, and Advisory & Project Management Assignment. (8marks) (f) The firm should have engaged in preparation of scope requirements and bid documents for Enterprise Business Solutions such as Integrated Management Information Systems. At least 2 (two) assignments with references to be provided. (3marks) (g) Provide evidence of minimum 5 projects done in public sector in last 5 years (5marks) 	25	
Methodology	Delivery Methodology - (25 Marks)	25	

	<ul style="list-style-type: none"> - Approaches and methodological considerations in carrying out the assignment (5 marks) - Detailed project implementation methodology with activities and clear outputs (10 marks) - Project scheduling including the resources and clear detailed work plan (5 Marks) - Comments on the Terms of Reference (5 Marks) 		
Proposed team and experience	<p>The presence of a team comprising of Kenyan citizens with a good understanding of the context is recommended. High level of experience in doing similar work.</p> <p>Program Manager – 10 Marks</p> <p>Professional Qualification</p> <ul style="list-style-type: none"> - Should have experience of more than 20 years in ICT – 2 marks - Should have experience in building IT Governance, policies – 2 Marks - Should have worked and instrumental in Business Transformation projects in the past. – 1 Marks - Should have done at least 2 such projects in the last 5 years – 1 Mark - Should have extensive experience in working across the Technology division, i.e. IT Infrastructure/ Application/ IT Security – 1 mark - Should have managed a team of 20 or more in the past. – 1 Mark <p>Academic Qualification</p> <ul style="list-style-type: none"> - Post Graduate degree and above - 1 Mark - Certification in Project Management such as PMP or Prince 2, MUST submit professional and academic certifications. Provide proof in each item – 2 Marks 	10	
	<p>Application Specialist – 10 Marks</p> <p>Professional Qualification</p> <ul style="list-style-type: none"> - Should have experience of more than 15 years – 2 Marks 	10	

	<ul style="list-style-type: none"> - Should have worked on and implementing at least 5 ERP/IMIS implementations – 2 marks - Should have done at least 2 such projects in the last 5 years – 1 Mark - Should have extensive experience in working across various Technologies, Platforms, ERPs – 1 Mark <p>Academic Qualification</p> <ul style="list-style-type: none"> - Post-Graduation/Bachelor/Diploma in IT or related area – 2 Marks <p>Certification in any ERP/IMIS, MUST submit professional and academic certifications. Provide proof in each item. – 2 Marks</p>		
	<p>IT Infrastructure Specialist – 10 Marks</p> <p>Professional Qualification</p> <ul style="list-style-type: none"> - Should have experience of more than 15 years – 2 marks - Should have worked on and implementing at least 5 ICT Infrastructure projects – 1 Marks - Should have Completion Certificate at least 2 such projects in the last 5 years – 1 Marks - Should have worked on Enterprise level Servers, Storages, Backup solutions, Network devices and have experience in Data Centre and Hyper Converged Infrastructure set up. – 1 Mark <p>Academic Qualification</p> <ul style="list-style-type: none"> - Bachelor Degree in Computer Science or related area – 1 Mark - Certification in Professional IT infrastructure or related area – 1 Mark - Certification on Enterprise Servers from IBM/ HP or Dell – 1 Mark - Certification on Storage or related areas. – 1 Mark - Certification on Back up or related areas. – 1 Mark <p>MUST submit professional and academic certifications. Provide proof in each item</p>	10	
	<p>IT Security Specialist – 10 Marks</p> <p>Professional Qualification</p> <ul style="list-style-type: none"> - Should have experience of more than 15 years in Security Audits – 2 Marks 	10	

	<ul style="list-style-type: none"> - Should have worked on at least 5 IT Security projects/ audits.- 2 Marks - Should have done at least 2 such projects in the last 5 years – 1 Marks - Should have worked on building IT Security/ policies – 1 Marks <p>Academic Qualification</p> <ul style="list-style-type: none"> - Degree in IT or related area – 2 Marks - Certification in CISA or equivalent. MUST submit professional and academic certifications. Provide proof in each item – 2 Marks 		
	<p>ICT Digital Electronic Document Management System - (EDMS) Specialist – 10 Marks</p> <p>Professional Qualification</p> <ul style="list-style-type: none"> - Should have experience of more than 10 years in ICT – 3 Marks - Should have experience in Electronic Document Management and Workflow Management Systems, should have done at least 2 (Two) EDMS projects in the last 7 years – 2 Marks <p>Academic Qualification</p> <ul style="list-style-type: none"> - Post Graduate degree and above – 2 Marks - Should have exposure to 3 digitalization technologies such as Microsoft SharePoint, Alfresco, File360, InfoRouter, FileShare, Kodak etc. MUST submit professional and academic certifications - 3 Marks. Provide proof in each item. 	10	
Total points for technical proposal		100	
NOTE: Only technical proposals that will score a minimum of 50 points will be considered for further review of financial proposal.			
Financial Proposal			
Financial proposal	Clear articulation of the costs for each item/activity that you will be carrying out. The exchange rate to be used in the contract will be dictated by the market rate on the day of signing the contract.	20	
Total points for technical and financial proposals		100	

Supervision

The successful bidder will work under the supervision of the Director of Information, Communications & Technology.

Terms and Conditions

Terms and conditions will be specified in the contract once the assignment is awarded.

Mode of Payment

Payment for this assignment will be based on existing government regulations.

Interested bidders are requested to send in the applications by close of business on **6th April 2021**

SECTION IV - TECHNICAL PROPOSAL (TP)

Notes on the Preparation of Technical Proposal

The technical proposal shall be prepared and submitted by the consultants. It shall contain the following: -

- (a) Submission letter
- (b) Particulars of the consultant including Curriculum vitae (CV)
- (c) Comments and suggestions of the consultant on the terms of reference, personnel, facility and other requirements to be provided by the procuring entity.
- (d) Description of the methodology and work plan for performing the assignment
- (e) Any proposed staff to assist in the assignment
- (f) Consultancy services activities times schedule.

(to be prepared by the consultant as appropriate)

SECTION V- FINANCIAL PROPOSAL (FP)

Notes on the Preparation Financial Proposal

The financial proposal shall be prepared and submitted by the consultants. It shall contain the following.

- (a) Submission letter indicating total fees
- (b) Summary of costs
- (c) Breakdown of fees per activity
- (d) Breakdown of reimbursable costs/expenses per activity
- (e) Miscellaneous expenses

(to be prepared by the consultant as appropriate)

SECTION VI - STANDARD CONTRACT FORM

INDIVIDUAL PROFESSIONAL CONSULTANTS

(Lump-sum payment)

The contract form shall be completed by the procuring entity after the award of the contract and negotiation of the contract. It will be signed by both parties pursuant to the information to consultants' clause 2.10.2

SECTION VII - STANDARD CONTRACT FORM

1. STANDARD CONTRACT FORM

**INDIVIDUAL PROFESSIONAL CONSULTANTS
(lump-sum payments)**

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 Consultants 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 Service, “which is made an integral part of this Contract.
 - (ii) The Consultant shall provide the personnel listed 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.”

(Appendices A, B, and C to be prepared as appropriate)

2. **Term** The Consultant shall perform the Services during the period commencing on _____ [insert starting date] and through to _____ [insert completion date], or any other period(s) as may be subsequently agreed by the parties in writing.
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 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 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 here below. 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. **Project Administration**

 - A. **Coordinator**
The Client designates 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 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 of Material**
Any studies, reports or other material, graphic, software 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 Engaged certain Activities** The Consultant agrees that during the term of this **to be** Contract and after its termination the Consultant **in** and any entity affiliated with the Consultant shall be 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 Contract and Language** The Contract shall be governed by the laws of Kenya and the language of the Contract shall be English 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 _____

REQUEST FOR REVIEW FORM

FORM RB 1

REPUBLIC OF KENYA
PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD

APPLICATION NO.....OF.....20.....

BETWEEN

.....APPLICANT

AND

.....RESPONDENT (*Procuring Entity*)

Request for review of the decision of the..... (*Name of the Procuring Entity*) of
.....dated the...day of20.....in the matter of Tender Noof
.....20...

REQUEST FOR REVIEW

I/We....., the above named Applicant(s), of address: Physical
address..... Fax No.....Tel. No.....Email, hereby request the
Public Procurement Administrative Review Board to review the whole/part of the above
mentioned decision on the following grounds, namely: -

- 1.
- 2.
- etc.

By this memorandum, the Applicant requests the Board for an order/orders
that: - 1.

- 2.

Etc SIGNED (Applicant)

Dated on..... day of/...20...

FOR OFFICIAL USE ONLY

Lodged with the Secretary Public Procurement Administrative Review Board on..... day of
.....20.....

SIGNED

Board Secretary

