KENYA INSTITUTE OF SPECIAL EDUCATION

INVITATION FOR REQUEST FOR PROPOSAL

KISE/RFP002/2019-2020

Supply, Deployment, Commissioning and Support of Microsoft Dynamic Navision Enterprise Resource Planning (ERP) System at KISE

CLOSING DATE: April 2, 2020

CLOSING TIME: 11:00 A.M
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SECTION I: INVITATION FOR TENDERS

Date: March 17, 2020

TENDER NO. KISE/RFP002/2019-2020: SUPPLY, DEPLOYMENT, COMMISSIONING AND SUPPORT OF MICROSOFT DYNAMIC NAVISION ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM AT KISE

Kenya Institute of Special Education (KISE) hereby invites eligible ERP providers to submit sealed tenders for the Supply, Deployment, Commissioning and Support of an Enterprise Resource Planning (ERP) System.

Interested firms may obtain further information from and inspect the tender documents at the Supply Chain Management Office at KISE (Kasarani), Kasarani, Thika Superhighway Exit 8, KISE Road off Kasarani-Mwiki Road during normal working hours between 8.00 a.m. and 4.00 p.m. every day from Monday to Friday.

Interested bidders may obtain tender documents from Supply Chain Management Office located between 8:00 a.m. and 4:00 p.m. upon payment of a non-refundable fee shillings one thousand (KSh.1,000) only per tender through M-PESA - KISE Pay Bill No. 851201 using the company name as the account number. Alternatively, the tender can be downloaded free of charge from the website www.kise.ac.ke or www.tenders.go.ke Interested bidders who opt to download the tender documents shall be required to submit their business name, address, telephone number and category applied to info@kise.ac.ke for recording.

Completed Tender Documents marked with reference numbers and description should be addressed to:

THE DIRECTOR,
KENYA INSTITUTE OF SPECIAL EDUCATION
P.O. BOX 48413-00100 NAIROBI

The tender documents must be submitted in two copies one marked —ORIGINAL and the other marked —COPY. The tender documents should be deposited in the Tender box placed in the tender box at the administration block so as to be received not later than Thursday, April 2, 2020 at 11.00 a.m. Opening shall be immediately thereafter at the Institute’s Kiboko Seminar Room and tenderers or their representatives who wish to attend.

KISE reserves the right to accept or reject any or all applications without the obligation to assign any reason for the decision.

Canvassing will lead to automatic disqualification from the tendering process.

DIRECTOR
KENYA INSTITUTE OF SPECIAL EDUCATION
SECTION II: INSTRUCTIONS TO TENDERERS

2.1 Eligible Tenderers
2.1.1 This Invitation for Tenders is open to all Tenderers eligible as described in the Appendix to Instructions to Tenderers. Successful Tenderers shall provide the services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the tender documents.

2.1.2 KISE’s employees, Committee members, Board members and their relatives (spouse and children) are not eligible to participate in the tender unless where specially allowed under Public Procurement and Asset Disposal Act, 2015.

2.1.3 Tenderers shall provide the qualification information statement that the Tenderer (including all members of a joint venture and Sub tenderers) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services under this Invitation for tenders.

2.1.4 Tenderers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2 Cost of Tendering
2.2.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

2.2.2 KISE shall allow the Tenderer to review the tender document free of charge before purchase.

2.3 Contents of Tender Document
2.3.1 The tender documents comprise the documents listed below and addenda issued in accordance with clause 2.5 of these instructions to Tenderers.
   a) Instructions to Tenderers
   b) General Conditions of Contract
   c) Special Conditions of Contract
   d) Schedule of Requirements
   e) Details and Specifications of the ERP system
   f) Form of Tender
   g) Price Schedules
   h) Contract Form
   i) Confidential Business Questionnaire Form
   j) Tender Security Form
   k) Performance Security Form

2.3.2 The Tenderer is expected to examine all instructions, forms, terms and specification in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the Tenderers risk and may result in the rejection of its tender.

2.4 Clarification of Tender Documents
2.4.1 A Tenderer making inquiry of the tender documents may notify by post, fax or by email at the’s address indicated in the Invitation for tenders. KISE will respond in writing to any request for clarification of the tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of the tenders, prescribed by the procuring entity. Written copies of the Procuring entities response (including an
explanation of the query but without identifying the source of inquiry) will be sent to all candidates who have received the tender documents.

2.4.2 KISE shall reply to any clarifications sought by the Tenderer within three (3) days of receiving the request to enable the Tenderer to make timely submission of its tender.

2.5 Amendment of Tender Documents
2.5.1 At any time prior to the deadline for submission of tenders, KISE, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Tenderer, may modify the tender documents by issuing an addendum.
2.5.2 All prospective Tenderers who have obtained the tender documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.
2.5.3 In order to allow prospective Tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Procuring entity, at its discretion may extend the deadline for the submission of tenders.

2.6 Language of Tenders
2.6.1 The tender prepared by the Tenderer, as well as all correspondence and documents relating to the tender exchanged by the Tenderer and KISE, shall be written in English language. Any printed literature furnished by the Tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

2.7 Documents Comprising the Tender
2.7.1 The tender prepared by the Tenderers shall comprise the following components:

a) A Tender Form and a Price Schedule completed in accordance with paragraphs 2.8, 2.9 and 2.10 below.
b) Documentary evidence established in accordance with paragraph 2.1.2 that the Tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted.
c) Tender security furnished in accordance with paragraph 2.12 (where applicable)
d) Declaration Form.

2.8 Tender Forms
2.8.1 The Tenderer shall complete the tender form and the appropriate price schedule furnished in the tender documents, indicating the services to be provided.

2.9 Tender Prices
2.9.1 The Tenderer shall indicate on the form of tender and the appropriate Price Schedule the unit prices and total tender price of the services it proposes to provide under the contract. Prices indicated on the Price Schedule shall be the cost of the services quoted including all customs duties and VAT and other taxes payable. Prices quoted by the Tenderer shall remain fixed during the Term of the contract unless otherwise agreed by the parties. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.20.5.

2.10 Tender Currencies
2.10.1 Prices shall be quoted in Kenya Shillings.

2.11 Tenderers eligibility and qualifications
2.11.1 Pursuant to paragraph 2.1. of this document, the Tenderer shall furnish, as part of its tender, documents establishing the Tenderer eligibility to tender and its qualifications to perform the contract if its tender is accepted.
2.11.2 The documentary evidence of the Tenderer’s qualifications to perform the contract if its tender is accepted shall establish to KISE’s satisfaction that the Tenderer has the financial and technical capability necessary to perform the contract.

2.12 Tender Security
2.12.1 The Tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Appendix to instructions to Tenderers.

2.12.2 The tender security is required to protect against the risk of Tenderer’s conduct which would warrant the security’s forfeiture, pursuant to paragraph 2.12.7.

2.12.3 The tender security shall be denominated in Kenya Shillings and shall be in the form of:
   a) A bank guarantee.
   b) Such insurance guarantee approved by the Public Procurement Regulatory Authority (PPRA).

2.12.4 Any tender not secured in accordance with paragraph 2.12.1 and 2.12.3 shall be rejected by KISE as non-responsive, pursuant to paragraph 2.20.5.

2.12.5 Unsuccessful Tenderer’s tender security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of tender validity.

2.12.6 The successful Tenderer’s tender security will be discharged upon the Tenderer signing the contract, pursuant to paragraph 2.28, and furnishing the performance security, pursuant to paragraph 2.29.

2.12.7 The tender security may be forfeited:
   a) if a Tenderer withdraws its tender during the period of tender validity.
   b) in the case of a successful Tenderer, if the Tenderer fails to:
      i. Sign the contract in accordance with paragraph 2.28 or
      ii. Furnish performance security in accordance with paragraph 2.29.
   c) If the Tenderer rejects correction of an arithmetic error in the tender.

2.13 Validity of tenders
2.13.1 Tenders shall remain valid for one hundred and twenty (120) days after the date of tender opening prescribed by KISE pursuant to paragraph 2.18. A tender valid for a shorter period shall be considered non-responsive and will be rejected.

2.13.2 In exceptional circumstances, may solicit the Tenderer’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided under paragraph 2.12 shall also be suitably extended. A Tenderer may refuse the request without forfeiting its tender security. A Tenderer granting the request will not be required nor permitted to modify its tender.

2.14 Format and signing of the tender
2.14.1 KISE shall prepare one copy of the tender. The Tenderer shall submit the tender in two copies in two separate envelopes. Technical Proposals shall be separated from Financial Proposals. One copy will be clearly marked —ORIGINAL and the other one will be clearly marked —COPY, as appropriate. In the event of any discrepancy between the original and copy the original shall prevail.

2.14.2 The original and the copy of the tender shall be typed or written in indelible ink and shall be signed by the Tenderer or a person or persons duly authorized to bind the Tenderer to the contract. All pages of the tender, except for un-amended printed literature, shall be initialed by the person or persons signing the tender.

2.14.3 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the Tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

2.15 Sealing and marking of tenders
2.15.1 The Tenderer shall seal the original and the copy of the tender in separate envelopes, duly marking the envelopes as —ORIGINAL and —COPY. The envelopes shall then be inserted and sealed in an outer envelope.

2.15.2 The inner and outer envelopes shall:
   a) Be addressed to the Director, P. O. Box 48413 - 00100 NAIROBI.
   b) Bear the tender number and name.
2.15.3 The inner envelopes shall also indicate the name and address of the Tenderer to enable the tender to be returned unopened in case it is declared —late.

2.15.4 If the outer envelope is not sealed and marked as required by paragraph 2.15.2, KISE will assume no responsibility for the tender’s misplacement or premature opening.

2.16 Deadline for submission of tenders

2.16.1 Tenders must be deposited in the Tender box placed at the reception hall of KISE, or be sent so as to be received at KISE on or before the closing date and time on April 2, 2020 at 11.00 a.m.

2.16.2 KISE may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.5.3, in which case all rights and obligations of and candidates previously subject to the deadline will therefore be subject to the deadline as extended.

2.16.3 Bulky tenders which will not fit the tender box shall be received by KISE as provided for in the appendix.

2.17 Modification and withdrawal of tenders

2.17.1 The Tenderer may modify or withdraw its tender after the tender’s submission, provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by KISE prior to the deadline prescribed for submission of tenders.

2.17.2 The Tenderer’s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.15. A withdrawal notice may also be sent by e-mail but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

2.17.3 No tender may be modified after the deadline for submission of tenders.

2.17.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the Tenderer on the tender form. Withdrawal of a tender during this interval may result in the Tenderer’s forfeiture of its tender security, pursuant to paragraph 2.12.7.

2.17.5 KISE may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.17.6 KISE shall give prompt notice of the termination to the Tenderers and on request give its reasons for the termination within fourteen (14) days of receiving the request from any Tenderer.

2.18 Opening of Tenders

2.18.1 The tenders will be opened immediately after the closing date and time on April 2, 2020 at 11.00 a.m. in Kiboko Seminar Room in the presence of Tenderers’ representatives present.

2.18.2 The Tenderers’ representatives present shall sign a register evidencing their attendance.

2.18.3 The Tenderers’ names, tender modifications or withdrawals, the presence or absence of requisite tender security and such other details as at its discretion may consider appropriate, will be announced at the opening of the tenders.

2.18.4 KISE will prepare minutes of the tender opening, which will be submitted to Tenderers that signed the tender opening register and who will have made the request.

2.19 Clarification of Tenders

2.19.1 To assist in the examination, evaluation and comparison of tenders KISE may, at its discretion, ask the Tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered or permitted.

2.19.2 Any effort by the Tenderer to influence KISE in the tender evaluation, tender comparison or contract award decisions may result in the rejection of the Tenderers’ tender.

2.20 Preliminary examination and Responsiveness

2.20.1 KISE will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.
2.20.2 The tender sum as submitted and read out during the tender opening of the Financial Proposal shall be absolute and final and shall not be the subject of correction, adjustment, or amendment in any way by any person or entity. If there is a discrepancy between words and figures, the amount in words will prevail.

2.20.3 KISE may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Tenderer.

2.20.4 Prior to the detailed evaluation, pursuant to paragraph 2.20 will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations. KISE’s determination of a tender’s responsiveness will be based on the contents of the tender itself without recourse to extrinsic evidence.

2.20.5 If a tender is not substantially responsive, it will be rejected and may not subsequently be made responsive by the Tenderer by correction of the non-conformity.

2.21 Conversion to single currency
Where other currencies are used, will convert those currencies to Kenya Shillings using the selling exchange rate on the date of tender closing provided by the Central Bank of Kenya.

2.22 Evaluation and Comparison of Tenders
2.22.1 KISE will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20.

2.22.2 KISE’s evaluation of a tender will take into account, in addition to the tender price, the following factors, in the manner and to the extent indicated in paragraph 2.22.3.

   a) Operational plan proposed in the tender.
   b) Deviations in payment schedule from that specified in the Special Conditions of Contract.

2.22.3 Pursuant to paragraph 2.22.2, the following evaluation methods will be applied.

   a) Operational Plan
      KISE requires that the services under the Invitation for Tenders shall be performed at the time specified in the Schedule of Requirements. Tenders’ offering to perform longer than KISE’s required delivery time will be treated as non-responsive and rejected.
   b) Deviation in payment schedule
      Tenderers shall state their tender price for the payment on the schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of the base price. Tenderers are, however, permitted to state an alternative payment schedule and indicate the reduction in tender price they wish to offer for such alternative payment schedule. KISE may consider the alternative payment schedule offered by the selected Tenderer.

2.22.4 The Tender Evaluation Committee shall evaluate the tender within 30 days from the date of opening the tender.

2.22.5 The determination will take into account the Tenderer’s financial and technical capabilities. It will be based upon an examination of the documentary evidence of the Tenderer’s qualifications submitted by the Tenderer, pursuant to paragraph 2.22.3, as well as such other information as KISE deems necessary and appropriate.

2.22.6 An affirmative determination will be a prerequisite for award of the contract to the Tenderer. A negative determination will result in rejection of the Tenderer’s tender, in which event KISE will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer’s capabilities to perform satisfactorily.

2.23 Contacting
2.23.1 Subject to paragraph 2.19, no Tenderer shall contact KISE on any matter related to its tender, from the time of the tender opening to the time the contract is awarded.

2.23.2 Any effort by a Tenderer to influence the members of staff of KISE in its decisions on tender evaluation, tender comparison, or contract award may result in the rejection of the Tenderer’s tender.

2.24 Post-qualification
2.24.1 KISE will verify and determine to its satisfaction whether the Tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.
2.24.2 The determination will take into account the Tenderer’s financial and technical capabilities. It will be based upon an examination of the documentary evidence of the Tenderer’s qualifications submitted by the Tenderer, pursuant to paragraph 2.11.2, as well as such other information as KISE deems necessary and appropriate.

2.24.3 An affirmative determination will be a prerequisite for award of the contract to the Tenderer. A negative determination will result in rejection of the Tenderer’s tender, in which event KISE will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer’s capabilities to perform satisfactorily.

2.25 Award Criteria

2.25.1 Subject to paragraph 2.29, KISE will award the contract to the successful Tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the Tenderer is determined to be qualified to perform the contract satisfactorily.

2.25.2 To qualify for contract awards, the Tenderer shall have the following:

(a) Necessary qualifications, capability, experience, services, equipment and facilities to provide the services 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.

2.26 KISE’s Right to accept or Reject any or all Tenders

2.26.1 KISE reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected Tenderer or Tenderers.

2.26.2 If KISE determines that none of the tenders is responsive, KISE shall notify each Tenderer who submitted a tender.

2.26.3 KISE shall give prompt notice of the termination to the Tenderers and on request give its reasons for termination within fourteen (14) days of receiving the request from any Tenderer.

2.26.4 A Tenderer who gives false information in the tender document about his qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

2.27 Notification of Award

2.27.1 Prior to the expiry of the period of tender validity, KISE will notify the successful Tenderer in writing that its tender has been accepted.

2.27.2 The notification of award will signify the formation of the contract subject to the signing of the contract between the Tenderer and pursuant to clause 2.9. Simultaneously, the other Tenderers shall be notified that their tenders were not successful.

2.27.3 Upon the successful Tenderer’s Furnishing of the performance security pursuant to paragraph 2.29, KISE will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12.

2.27.4 If you do not receive any official communication within 120 days after the tenders closing date and time of April 2, 2020 at 11.00 a.m. kindly consider your tender application unsuccessful.

2.28 Signing of Contract

2.28.1 Within fourteen (14) days of receipt of the Contract Form, the successful Tenderer shall sign and date the contract and return it to the Procuring entity.

2.28.2 The contract will be definitive upon its signature by the two parties.

2.28.3 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.

2.29 Performance Security

2.29.1 The successful Tenderer may be required to furnish the performance security in accordance with the Conditions of Contract, in a form acceptable to KISE.
2.29.2 Failure by the successful Tenderer to comply with the requirement of paragraph 2.29.1 or paragraph 2.30.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event lowest evaluated tender or call for new tenders. KISE may make the award to the next lowest evaluated tender or call for new tenders.

2.30 Corrupt or Fraudulent Practices

2.30.1 KISE requires that Tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A Tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.30.2 KISE will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. Further, a Tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public Procurement in Kenya.

Please note that:
The Tender Documents, (Technical Proposal and Financial Proposal) submitted separately should be accompanied by a clear Table of Contents and the Documents must be clearly serialized/numbered/paged.
Appendix on the Instructions to Tenderers

The following information regarding the particulars of the tender shall complement, supplement or amend the provisions of the instructions to tenderers. Wherever there is a conflict between the provision of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers.

<table>
<thead>
<tr>
<th>Instructions To Tenderers Reference</th>
<th>Particulars of Appendix to Instructions To Tender</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1.1</td>
<td>The tender is open to qualified registered firms who have written (verifiable) authorization for Supply, Deployment, Commissioning and Support of Microsoft Dynamic Navision Enterprise Resource Planning (ERP) System at KISE</td>
</tr>
<tr>
<td>2.10</td>
<td>Tender prices shall be quoted in Kenya shillings</td>
</tr>
<tr>
<td>2.11</td>
<td>The technical specifications and conformity requirements are given in the subsequent sections of the tender document including sections IV, V and VI</td>
</tr>
<tr>
<td>2.14</td>
<td>This tender is based on a two-envelope bid system. The bidder must submit a bid with separate technical proposal and a financial proposal in separate sealed and marked envelopes.</td>
</tr>
<tr>
<td>2.13</td>
<td>The tenders shall remain valid for 120 days. Tenderers who would not have received any communication within the 120 days after opening of tenders should consider their tenders unsuccessful.</td>
</tr>
<tr>
<td>2.18</td>
<td>Date, Time and place of bid opening: Thursday, 2nd April, 2020 at 11.00 a.m. Kiboko Seminar Room</td>
</tr>
<tr>
<td>2.22</td>
<td>The bid evaluation will take into account technical factors. The weight for the technical evaluation is 80%. Bidders must conform to the specific Technical Requirements. Only bidders who would have scored above 80% shall be considered for further evaluation.</td>
</tr>
<tr>
<td>2.24</td>
<td>KISE may conduct Due Diligence before award of tender</td>
</tr>
</tbody>
</table>
SECTION III: GENERAL CONDITIONS OF CONTRACT

3.1 Definitions
In this contract, the following terms shall be interpreted as indicated:-

a) “The contract” means the agreement entered into between KISE and the Tenderer, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

b) “The contract price” means the price payable to the Tenderer under the contract for the full and proper performance of its contractual obligations.

c) “The services” means all of goods, works and services to be provided by the Tenderer including any documents, which the Tenderer is required to provide to KISE under the Contract.

d) “The Tenderer’ means the individual or firm supplying the goods under this contract.

e) “The GCC‖ means the General Conditions of Contract contained in this section

f) “The SCC” means the Special Conditions of Contract.

g) “Day” means calendar day.

3.2 Application
These general conditions shall apply in all contracts made by KISE for the procurement of goods and services.

3.3 Standards
The services provided under this contract shall conform to the standards mentioned in the specifications.

3.4 Use of contract documents and information
3.4.1 The Tenderer shall not, without KISE’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of in connection therewith, to any person other than a person employed by the Tenderer in the performance of the contract.

3.4.2 The Tenderer shall not, without KISE’s prior written consent, make use of any document or information enumerated in paragraph 3.4.1 above.

3.4.3 Any document, other than the contract itself, enumerated in paragraph 3.4.1 shall remain the property of KISE and shall be returned (all copies) to KISE on completion of the Tenderer’s performance under the contract if so required by KISE.

3.5 Patent rights
3.5.1 The Tenderer shall indemnify against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by KISE.

3.6 Performance security
3.6.1 Within fourteen (14) days of receipt of the notification of contract award, the successful Tenderer shall furnish to KISE the performance security of 2% of the contract value in the form of a bank guarantee or a bank draft issued by a reputable bank located in Kenya in the form provided in the tender document or any other form acceptable to KISE

3.6.2 The proceeds of the performance security shall be payable to as compensation for any loss resulting from the Tenderer’s failure to complete its obligations under the Contract.

3.6.3 The performance security shall be denominated in the currency of the contract and shall be in the form of:

a) A bank guarantee.

b) Such insurance guarantee approved by the Public Procurement Regulatory Authority (PPRA).

3.6.4 The performance security will be discharged by KISE and returned to the candidate not later than thirty (30) days following the date of completion of the Tenderer’s performance obligations under the contract, including any warranty obligations, under the contract.
3.7 Delivery of services and documents
Delivery of the services shall be made by the Tenderer in accordance with the terms specified by in the schedule of requirements and the special conditions of contract.

3.8 Payment
3.8.1 The method and conditions of payment to be made to the Tenderer under this Contract shall be specified in SCC.
3.8.2 Payment shall be made promptly by KISE, but in no case later than thirty (30) days after submission of a valid invoice or claim by the Tenderer.

3.9 Prices
3.9.1 Prices charged by the Tenderer for services performed under the Contract shall not, with the exception of any price adjustments authorized in SCC vary from the prices quoted by the Tenderer in its tender or in request for tender validity extension as the case may be. No variation in or modification to the terms of the contract shall be made except by written consent signed by the parties.
3.9.2 Contract price variations shall not be allowed for contracts not exceeding one year (12 months).
3.9.3 Where contract price variation is allowed the variation shall not exceed 25% of the original contract price.
3.9.4 Price variation requests shall be processed by within 30 days of receiving the request.

3.10 Assignment
The Tenderer shall not assign, in whole or in part, its obligations to perform under this Contract, except with KISE's prior written consent.

3.11 Termination for default
3.11.1 KISE may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Tenderer, terminate this contract in whole or in part:
   (a) If the Tenderer fails to deliver any or all of the services within the period(s) specified in the contract, or within any extension thereof granted by KISE .
   (b) If the Tenderer fails to deliver the services of the specified quality.
   (c) If the Tenderer fails to perform any other obligation(s) under the contract.
   (d) If the Tenderer, in the judgement of KISE, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
3.11.2 In the event KISE terminates the contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those un-delivered and the Tenderer shall pay KISE for any excess costs for such similar services. However, the Tenderer shall continue performance of the contract to the extent not terminated.

3.12 Termination for Convenience
3.12.1 KISE by written notice sent to the Tenderer, may terminate the contract in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the procuring entities convenience, the extent to which performance of the Tenderer of the contract is terminated and the date on which such termination becomes effective.
3.12.2 For the remaining part of the contract after termination, KISE may elect to cancel the services and pay to the Tenderer an agreed amount for partially completed services.

3.13 Resolution of Disputes
3.13.1 KISE and the Tenderer shall make every effort to resolve amicably by direct informal negotiations and disagreement or disputes arising between them under or in connection with the contract.
3.13.2 If after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.
3.14  **Liquidated Damages**
If the Tenderer fails to deliver or provide any or all of the goods, works or services within the period(s) specified in the contract, KISE shall, without prejudice to its other remedies under the contract, deduct from the contract prices liquidated damages sum equivalent to 0.5% of the delivered price of the delayed items up to a maximum deduction of 10% of the delayed goods. After this the termination of the contract may be considered.

3.15  **Governing Language**
The contract shall be written in the English language. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in the same language.

3.16  **Applicable Law**
The contract shall be interpreted in accordance with the laws of Kenya unless otherwise expressly specified in the SCC.

3.17  **Force Majeure**
The Tenderer shall not be liable for forfeiture of its performance security, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

3.18  **Notices**
3.18.1 Any notices given by one party to the other pursuant to this contract shall be sent to the other party by post or Email and confirmed in writing to the other party’s address specified in the SCC.
3.18.2 A notice shall be effective when delivered or on the notices effective date, whichever is later.
### SECTION IV: SPECIAL CONDITIONS OF CONTRACT

Special Conditions of Contract as relates to the General Conditions of Contract

<table>
<thead>
<tr>
<th>Reference of General Conditions of Contract</th>
<th>Special Condition of Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Performance security</td>
<td>5% of tender sum</td>
</tr>
<tr>
<td>4.2 Delivery of Services</td>
<td>Delivery of the services shall be made by the Tenderer in accordance with the terms specified by KISE in the schedule of requirements and the special conditions of contract.</td>
</tr>
<tr>
<td>4.3(i) Payment</td>
<td>As per details under table number 3.8</td>
</tr>
<tr>
<td>(ii) Payment mode/criteria</td>
<td>As per details under table number 7.2.4</td>
</tr>
<tr>
<td></td>
<td>Or any other mutually discussed and agreed criteria.</td>
</tr>
<tr>
<td>4.4 Price adjustment</td>
<td>No price adjustments allowed. However, the contract should be able to provide for provision of any approved goods, works or services and or reduction of the same at similar price guided by the provisions of Public Procurement and Asset Disposal Act, No.33 of 2015.</td>
</tr>
<tr>
<td>4.5 Liquidated damages</td>
<td>If the tenderer fails to deliver or provide any or all of the goods, works or services within the period(s) specified in the contract, KISE shall, without prejudice to its other remedies under the contract, deduct from the contract prices liquidated damages sum equivalent to 0.5% of the delivered price of the delayed items up to a maximum deduction of 10% of the delayed goods, works and or services. After this the termination of the contract may be considered.</td>
</tr>
<tr>
<td>4.6 Applicable law</td>
<td>Laws of Kenya</td>
</tr>
<tr>
<td>4.7 Notices</td>
<td>Director</td>
</tr>
<tr>
<td></td>
<td>P. O. Box 48413 - 00100</td>
</tr>
<tr>
<td></td>
<td>NAIROBI</td>
</tr>
</tbody>
</table>
SECTION V: SCHEDULE OF REQUIREMENTS

5.1 Current ICT environment
5.1.1 In a bid to enhance efficiency and improve service delivery, KISE has invested substantially in ICT infrastructure and systems.
5.1.2 The ICT systems are supported and accessed through various servers and end user devices such as tablets, mobile phones, desktops, Macs and laptops.

5.2 Business Processes
The proposed processes for automation are described based on the thematic areas at KISE. The described processes are typical functionalities required in the ERP solution which are indicative and not exhaustive. The bidder shall undertake scoping to ensure that the proposed ERP solution covers all the requirements, quality standards applicable to each functional area, statutes, rules and regulations applicable to the functions and the international best practice in each discipline.

5.3 General Features
The system should meet the following expectations:

5.3.1 Dash Board
The system should have a dashboard that clearly indicates the student population at a glance. Other details to be shown include breakdown of the student population per programme.

5.3.2 Concurrency
The system must be able to support 1,000 or more concurrent users regardless of the geographical locations. These clients should maintain autonomy to allow distributed processing.

5.3.3 Workflow Management
The system must support document movement within the system. The users must be notified through the push technology whenever there is a document to be worked on.

5.3.4 Importing /Exporting Data
The system should be able to import and export data to other applications especially MS Excel, MS Word, PDF, RTF, among other applications.

5.3.5 Access Points
It is envisaged that there shall be a centralized site where the database will reside. All end users (in various colleges, schools/campuses, departments and any other units of the Institute) must be able to access that system from any point within the Institute and outside.

5.3.6 Data Migration
The system should provide capabilities of AUTOMATICALLY migrating data from other systems currently in use. This will include students’ invoices and receipts for the entire financial years before 2019/20 among other financial details. It should also migrate the entire INSTITUTE RECORDS.

5.4 Other Expectations

5.4.1 Number of Licenses
It is expected that the vendor will supply at least 20 USER LICENSES.

5.4.2 Training
Thorough training is expected to be conducted for Senior Management, Middle level managers, Technical Staff and Operational Staff/users.

5.4.3 Implementation Schedule
The implementation schedule should be monitored in order to control unnecessary delays, implementation cost and monitor overall project progress. Clear time line of activities shall need to be outlined, observed and reported.

5.4.4 Acceptance Test
It is expected that the details of acceptance tests and testing procedures to be undertaken during user acceptance will be recorded and well documented.

5.4.5 Documentation
During implementation, technical and user manuals for the ERP shall be provided containing sufficient
details to allow the relevant Institute staff to operate the system.

5.4.6 Integrated Financial Management Module
The system must be integrated and support both managerial and financial functions. It should support
the finance functions that include General Ledger (GL), Students Finance & Accounts Receivable (A/R),
Accounts Payable (A/P), Vote Book and Budgetary Control, Cash and Bank Management, Income
Generating Activities (IGA), Journal Entries, Students Refunds, Bank Reconciliation, Revenue
Recognition, Imprest Management, Audit Trail Management among others. This module should be
integrated with other modules relating to the operations of the Institute, for example Admissions, Library,
Procurement, Hostel, Meals Control. The expectations on each of the sub modules are as follows:

5.4.6.1 General Ledger
All modules must be fully integrated with the general ledger to enhance reliability of data processing.

Expected Reports
The system should be able to generate a GL report. The GL report MUST contain all the transactions for
a given period listed by account. Other features that must be supported by the GL include the following.
  a) Condensed Trial Balance
  b) GL report with ability to filter for one or multiple GLs.
  c) Expanded Trial Balance
  d) Institute liquidity report
  e) The system should be able to produce the following Financial Statements that must comply with
     the IPSAS Accrual Format for both quarterly and final reports:
     - Statement of Financial performance with comparative figures
     - Statement of Financial Position with comparative figures
     - Statement of cash flows with comparative figures
     - Statement of changes in equity with comparative figures
     - Statement of comparison of budgets and actuals amounts
     - Notes to the Financial statements with comparative figures
     - Asset movement schedule
  N/B: The system must link to appropriate support for amount in the reports above.

5.4.6.2 Students Finance
The module must provide for management of student fees transactions from amounts chargeable, paid,
overpaid or due for refund.

Expected features
  a) Ability to integrate all the transactions related to students with GL
  b) Ability to set fees structure by cohorts, programmes and centres.
  c) Ability to integrate with Admissions Department
  d) Ability to track mandatory fees for students.
  e) Ability to generate invoices to eligible students only.
  f) Ability to receipt and allocate amount paid to specific line items e.g. Tuition, Accommodation,
     debtors etc.
  g) Ability to handle individual and bulk fee overpayment and caution money refunds. Should further
     support payment of any allowances due to the students by either cash lists, bank EFT or mobile
     money.
  h) Ability to accommodate Institute Fees policy, including requiring fee payment prior to registration
     and provision of other services.
  i) Ability to set Instalment plans
  j) Ability to trail all transactions done on the system
  k) Illustrate the ability to handle sponsor’s funds, disallowing overpayment from sponsors funds and
     allowing for flexibility of payment plans agreed with sponsors.
l) Illustrate the ability to update data from the bank on real time basis, and in case of failure a fall back on uploading bank statements directly into the system and update the student accounts appropriately.

m) Ability to handle erroneous receipts and keep a record of the same.

n) Ability to do students’ fees adjustment in case of an error during fees structure set up.

o) Ability to reverse a single invoice for a student.

p) Ability to integrate to examinations department and controls put in place to ensure that only eligible students get exam cards.

Expected Reports

Ability to generate the following reports: -

a) Generate daily fee collection report

b) Ability to generate daily fee collection report with the following conditions
   - Per bank
   - Per personnel
   - Per bank and personnel
   - Per Class/Centre/department/programme/year of study etc.

c) Student fees balance summary

d) Students’ fees balance with the following conditions:
   - Per student type i.e. KUCCPS/GSSP/Private
   - Per Campus/Centre
   - Per Campus vs KUCCPS/GSSP/Private
   - Per Department vs Programme
   - Per Programme vs Year of study etc.

e) Demand letters to students with outstanding fees balance by a defined criterion. The demand letters can be e-mailed to the corporate e-mail accounts of students, or sent via SMS to both students and sponsors/parents.

f) List of students who have overpaid fees.

g) Students with zero balance

h) Drilling of students’ balances with user defined criteria e.g. students whose balance is greater than KShs 100,000.

i) List of Students who have paid to votes like Field Trips/ Teaching Practice.

j) Print exam cards for students who meet the minimum fees balance as may be set by the Institute.

k) Students should also be able to print their own exam cards

l) Student fees collection summary per vote head.

m) Students Fees balance summary per vote head.

n) Periodic fees collection report e.g. Monthly, Quarterly, Annually etc.

o) Ability to produce adhoc reports.

5.4.6.3 Income Generating Activities (IGA)

The Institute operates income-generating units like transport, conference facilities, catering etc.

Expected Features

a) Ability to capture products and services

b) Classification of products as per the IGA

c) Creating of price list

d) Ability to use credit and debit memos

e) Tracking of stock levels

f) Generating of customer invoices (one off and recurring invoices)

g) Ability to adjust stock levels after sales, and stocktaking

h) Ability to create customers

i) Ability to generate cash sale receipts.
j) Ability to generate an invoice for a customer
k) Ability to integrate with ETR machine, point of sale, M-Pesa and PDQ machines

**Expected Reports**
- **Inventory reports by stock and value**
- **Ability to report on fast moving items.**
- **Income & Expenditure for IGA.**

### 5.4.6.4 Fixed Assets

The system is to allow for inclusion of non-current assets procured prior and after its implementation. It must track the asset through its life at the Institute and its carrying value.

**Expected features**

This module must maintain records of all fixed assets and compute depreciation costs. The module must also allow for posting of asset values, depreciation and disposal. It must have but not limited to the following features.
- **Fixed Assets register**
- **Unique asset identification**
- **Comprehensive facilities to deal with all aspects of depreciation**
- **Sale and purchase of assets fully integrated with the rest of the accounting system.**
- **Fully integrated with general ledger, accounts receivable, and accounts payable modules.**
- **Records person and department responsible for the asset**
- **Asset classification**
- **Bar coding.**
- **Valuation reports**
- **Asset listings & transactions**
- **Assets Disposals.**
- **Warranty expiry date.**
- **Insurance/Tax rate**
- **Fully depreciated asset listing**
- **The system should also have a provision for transfer of assets.**
- **Asset coding;**
- **Depreciation / revaluation;**
- **Location tracking;**
- **Service schedules;**
- **Maintenance details (incidents and costs);**
- **Disposal records;**
- **Handling of intangible assets, e.g. computer software.**
- **Unlimited asset categories**
- **Generation of custom asset numbers**

**Expected Reports**

The module should have the capability to generate the following reports:
- **Fixed Assets Register/report**
- **Fixed Asset history report**
- **Fixed assets Depreciation report**
- **Fixed Assets acquisition and Transfers report.**
- **Valuation reports**
- **Asset listings**
- **Assets Disposals.**
- **Warranty expiry date.**
NB: the module should integrate with supply chain management module for automatic update on asset acquisitions.

5.4.6.5 Accounts Payable

The system must provide for a full cycle of vendor transactions from the Purchase Requisition Note (PRN), Local Purchase Order (LPO), Local Service Order (LSO) to cheque disbursements. It should meet the following minimum requirements.

Expected Features

a) Ability to integrate fully with Supply Chain Management
b) Ability to capture supplier invoice
c) Ability to allocate a supplier invoice to a general ledger.
d) Ability to define default payment terms
e) Ability to control payments as per the stipulated terms.
f) Ability to hold disputed supplier invoice and payment.
g) Ability to generate Payment Vouchers
h) Ability to automatically assign voucher numbers.
i) Ability to allocate payments to suppliers’ invoice.
j) Ability to pay supplier invoice in part
k) Ability for multiple invoices from a single vendor to be paid on one cheque with supporting detail on cheque stub or remittance advice.
l) Ability to void a payment voucher.
m) Ability to void and stop payment of cheques.
n) On-line drill down analysis: Full drill down from the invoice to the payments and vice-versa information.
o) Payment controls: Vouchers can be paid based upon due date, priority, category, payment type, group vendor or any combination.
p) Both vendors and payment vouchers can be put on hold to prevent processing of requisitions, orders, invoices and payments.
q) Recovery and accumulation of Retention for settlement.
r) Recovery and accumulation of Withholding Tax for settlement
s) Ability to print cheques.
t) Notification of suppliers when cheques are due for collection.
u) Ability to keep cheque disbursement register. Indicate date when cheque is collected, person collecting and his ID number & telephone number etc.

Expected Reports

Ability to generate the following reports:

a) Accounts payable balances as at a given date
b) Creditors ageing summary & detail reports.
c) List of capital creditors.
d) List of recurrent creditors.
e) Supplier Ledger.
f) Supplier contact list.
g) Payment voucher listings and the status
h) Payments on hold report
i) Cheque payment register
j) List of voided cheques
k) List of voided vouchers
l) Uncollected cheques list
m) Daily Cheque disbursement report.

5.4.6.6 Imprest Management
The system is expected to control and manage the issuance of imprests to staff, the accounting of imprests and the recovery of unaccounted for imprests from salaries of involved staff.

**Expected Features**

The system should among others expectations include the following: -

a) Allow for staff to apply for imprests online with control of date overlaps
b) Generate imprests forms and automatically number them serially
c) Specify the envisaged accounting date
d) Online approvals
e) Automatic payment notification
f) Automatic alerts for overdue unaccounted for imprests
g) Automatic computation and charging of interest on unaccounted-for-imprests.
h) Recovery of unaccounted-for-imprests from any payments due to the officer, not limited to personal emoluments by linking to the Payroll module as well as to payment vouchers for attachment of other allowances.
i) Embedded controls to stop issuance of further imprests to staff with an existing unaccounted imprests and allowing for blacklisting of perpetual defaulters.
j) Ability to link to individual personal ledgers

**N/B.** Tenderer to provide a brief description to show your understanding of imprest accounting management.

**Expected Reports**

a) Age analysis of unaccounted imprests/ Imprest debtors
b) Imprest recovery reports
c) Automatically generate payroll recoveries
d) Auto-Generate underspent receipts analysis
e) Imprest ledger by staff.

5.4.6.7 **Cash Office Module**

The cash office operates as a central point for cash flows and is thus an agent for all sections.

**Expected Features**

a) Support for unlimited number of bank accounts
b) On line drilldown account analysis from various Banks/ Bank Statements all the way to the source transaction in the general-ledger and to migrate information to the Spread Sheets.
c) Create alarm features for a pre-determined amount payable at a time in each bank account
d) Create features that allow receipt of monies from sponsors and allocation to beneficiaries
e) Support cheque printing for both special and ordinary cheque and posting direct to the general ledger.
f) Record transfers between bank accounts
g) Allow for automatic reversal of erroneous entry
h) Allow for reversal of returned (bounced) customer cheques
i) Allow for reversal of stale third party cheques
j) Ability to link payments to suppliers, staff, students and customers and issue their statements
k) Disbursement of Petty Cash to various departments. **Tenderer to give a brief description of how the system handles beginning year float.**

**Expected Reports**

a) Cash Book
b) Petty cash Report
c) Cash flow movement report on daily, monthly, YTD, Annual basis.
d) Cash reconciliation report by cashier on daily, monthly, YTD, Annual basis.
e) Overall Cash reconciliation report on daily, monthly, YTD, Annual basis.
f) Receipts and Payments analysis indicating
   - Transaction type
   - Date
   - Number
   - Payee
   - Description
   - Clearance status
   - GL
   - Dr (Receipt)
   - Cr (Payment)
   - Cumulative Balance

5.4.6.8 Bank Reconciliation

**Expected Features**
- The System must support bank reconciliations across multiple banks
- Full bank, mobile money and Cash reconciliations including deposits, disbursements and adjustments.
- Flexibility to import transactions from various banks systems.
- Post bank charges, interest charged and interest earned.

**Expected Reports**
- Summarized Bank reconciliation report.
- Detailed bank Reconciliation

5.4.6.9 Budgeting and Planning Module

The system must allow for creation of budgets and tracking of utilization at various stages and cost centres.

**Expected Features:**
- Store Approved annual estimates by vote, department, activities and projects.
- Ability to distribute approved annual estimates to quarterly instalments.
- Capture supplementary/virement vote allocations.
- Effect an inter-vote funds transfer.
- Update vote balance upon PRN entry and when a commitment e.g. an LPO is cancelled the amount is released and vote update
- Ability to capture online request for services and attach them to budget.
- Put controls to limit over expenditure
- Send alerts to vote holders whose balances reach a specified percentage.
- Creation of project details; project title, name of the contractor and sub-contractors, project duration, project consultants, project financier
- Setting up specific project budgets and expected duration (start and completion date)
- Ability to upload project documents e.g. contract, minutes, attendance list

**Expected reports**
- Institute approved budget
- Departmental budget and their votes
- Print a vote holder’s statement.
- Vote expenditure summary.
- Vote Balances report.
- Project progress report (Disbursement vs. Expenditure)
- Project completion status inform of percentage
5.5 Procurement, Stores & Inventory Management

5.5.1.1 Procurement

This module should provide the tools required to help procurement managers adhere to the rules and regulations guiding public procurement.

Expected Features

a) Fully integrated with finance and budget module.

b) Pre-qualified Suppliers: The system should be able to capture and store all records of pre-qualified suppliers of various items in every financial year or as required.

c) Tender Award: The system should be able award automatically by use of predefined criteria. However, manual awarding should also be allowed so that the tender committee can award to the supplier of their choice.

d) Request for Quotation (RFQ): Ability to generate Request for Quotations from the system.

e) Purchase Requisition Note (PRN): The system should be furnished with tools to enable auto generation of PRNs.

f) Local Purchase Orders (LPO): The system should allow easy and efficient ordering by automatically generating LPOs.

g) Goods Received Note (GRN): The system should be able to generate GRN for received items.

h) Track LPO Status: The system should allow users to be able to track status of orders from the time they are raised to the time they are completed.

i) Departmental Budgets: The system should give an option to restrict ordering within departmental budgets in any given financial year or any defined budget periods (such as quarters).

j) Ability to link PRN to the LPO.

k) The system should allow the different types of costing methods for inventory.

l) The system should allow the tender price listing with preferred suppliers, last purchase, account/vote goods charged against.

m) The system should allow creation and display of the procurement plan for departments and the Institute plan.

n) The system should allow supplier management in terms of ratings, appraisals, assessments and evaluations etc.

o) The system should be able to show rejected or goods returned records.

p) Ability to track partial delivery.

q) Online approvals.

Expected Reports

a) List of prequalified suppliers per item category

b) Purchase history per supplier

c) Price list and price updates per supplier

d) Outstanding PRNs

e) Outstanding LPOs

f) LPOs partially supplied

g) Cancelled PRNs

h) Cancelled LPOs

i) GRN reports

j) Rejected or Goods returned.

k) Supplier management in terms of ratings, appraisals, assessments etc.

5.5.1.2 Stores and Inventory Management

The module should allow the stores department to distribute and track stock levels of all items in the Institute.

h) Compare actual vs. budgetary allocation at any given time.
Expected Features
This module should have the following features:

a) Ability to generate Stores Requisition Note (SRN) by the user department.
b) **Maximum Stock Level**: The system should allow the user to define the maximum per item
c) **Re-order level**: The system should alert the users when reorder level falls due.
d) **Minimum Stock Level**: The system should alert the user whenever stock levels hit the minimum threshold.
e) Maintain Stock ledgers per item
f) Have full audit trail of all stock movements
g) Stock history
h) Serial Number tracking
i) Bin Locations
j) Unit of measure configurable
k) Expiry date tracking in case of perishables
l) Update stock by goods received notes
m) Inventory counts changes and adjustments
n) Ability to receive donations in form of assets

Expected Reports

a) Issue/Receiving analysis  
b) Transaction history per inventory item  
c) Inventory level listings  
d) Inventory movement  
e) Stocktaking report  
f) Inventory status by location  
g) Inventory valuation summary & detail  
h) List of donated items and the respective donors

5.6 Hostels Management
The system must provide features for the allocation of rooms to students and the collection of accommodation fees from students. The collection and refund of room deposit must also be incorporated.

Expected Features

a) Capture list of hostels and their respective capacities  
b) List of rooms and their respective capacities  
c) Room rates  
d) Allocate rooms to students who have paid fees only  
e) Put controls in place to limit students’ allocation to specific gender  
f) Put controls to limit allocation to students in session only  
g) Hostel item(s) allocation and management  
h) Reserved rooms for students with disability  
i) Online booking

Expected Reports

a) Allocated Room  
b) Occupancy Rate  
c) Beds space available per hostel by gender  
d) Accommodation fees collected per hostel, campus, school etc.  
e) Hostel bed capacity status  
f) Returned and unreturned hostel items
5.7 Academic and Student Management

5.7.1 Admissions and Registration Module

The System must provide for enrollment of students into the database and management of their entry, retention and separation processes.

**Expected Features**

a) Illustrate the ability to capture applicants
b) Ability to upload KUCCPS students directly from the spreadsheets.
c) Ability to capture list of campuses
d) Ability to capture list of Departments and programmes and areas of specialization.
e) Ability to store cohorts.
f) Ability to capture student status e.g. teaching practice, holiday etc.
g) Ability to store modes of study e.g. Evening/Regular/Distance Learning
h) Illustrate how a new student is admitted into a programme.
i) Illustrate how a continuing student reports.
j) Generation of students’ IDs
k) Fees status
l) Academic Status

**Expected Reports**

a) Generate admission / registration reports & forms
b) Generate Admission/Regret letters
c) List of students with the following conditions
   - Per campus
   - Per school
   - Per department
   - Per specialization
   - Per year of study
   - Per class
   - Per study mode
   - Per students’ status
   - Per student type i.e. Private and KUCCPS
   - Per gender
   - Per stay status i.e. resident or non-resident
   - Per source
   - Per county
   - Deferred students
   - Discontinued students
   - Combination of different conditions to achieve a desired report

5.7.2 Academic and Examination Module

The academic module should store comprehensive School/faculty data including lecturers, courses, curriculum, unit registration, marks among others. It integrates all academic data to produce various reports like transcript, student performance analysis and many more. Among the many requirements that will facilitate its application include the following.

**Expected Features**

a) The system should be able to store lecturers’ details
b) Capture class attendance by students and enforce attendance rules as per Institute policy
c) The system should be able to store course details
d) The system should be able to store curriculum details.
e) The system should be able to store course registration details.
f) A lecturer should enter marks once and the system should commit/lock the grades. Once entered and saved, the system should not allow for any alteration of exams by the Lecturer.

g) Allow for only approved results to be available on the student online portal.

h) Automatically maintain a historical audit trail of all grade entries or changes to a transcript.

i) Automatically calculate award list and other academic standings

j) Perform grade distribution and class/cohorts analysis reports

k) Track Academic performance of students by class/cohorts, programme, or campus, mode of study among others.

l) Tracking students who are eligible for graduation

m) The system should allow for attaching of notes to students results data to help with tracking examination results issues.

n) Archive student examination records for future reference

o) Academic record for graduating students

p) The qualifications audit capabilities are suitable for student academic advising, including investigation of “what-if” scenarios or hypothetical program changes.

q) Should be able to audit academic records for students to determine if all program requirements have been met else provide a list of unsatisfied requirements.

r) The repeats of courses can be managed at a course level and will follow the Institute Academic policy.

s) Flexible search criteria for finding available sections during registration. Search mechanism should be flexible to support inexact or subset queries.

t) Allow for multiple satisfactory academic progress policies and supports probation tracking.

u) Should generate end-of –session status based on predefined variable.

v) Allow multiple grading schemes (e.g. certificate, diploma, non-credit)

w) Allow for online application for graduation and student clearance

x) Tracking students who have applied for graduation

y) Allow for online lecturer evaluation by students

z) Illustrate the following practices.

  - Course Creation.
  - Curriculum Set-Up
  - Course Registration
  - Marks Entry
  - Generation of Transcripts
  - Performance analysis

**Expected Reports**

To produce a variety of reports to be presented and discussed in a variety of forums

a) Departmental Mark sheets  
b) Consolidated Mark sheets per programme/per class  
c) Departmental reports  
d) Governing Council reports  
e) Exam cards  
f) Generate the final academic transcript  
g) List of graduating applicants.  
h) Performance analysis reports  
i) Generation of lists for:  
  - Graduating Students  
  - Awards List  
  - Students on the prize list

5.7.3 Time Tabling Module

This system should enable Academic staff to easily schedule classes and efficiently use the available spaces for teaching at various campuses. The following functionalities are expected:
a) Lecture rooms and their capacity  
b) Labs category and their capacity  
c) Handling of term blocks  
d) The system should allow updating the timetable.  
e) Capture class attendance by lecturers  
f) The module should be totally self-checking and should not allow for any conflicts. It should allow for both manual and automatic resolution of room allocation conflicts  
g) Event calendar: The system should maintain different types of upcoming event dates and times.  
h) Room allocation based on class size  
i) System should have the ability to maintain space inventory of rooms and resources (e.g. room type-class, computer lab, available materials, etc.)  
j) Scheduling tools should provide consideration for seat requirements, instructor requirements, resource management, number of sections needed, etc. Should allow creation of courses, sections, instructors based on anticipated number of students (for that particular course or lab) and preferred max. capacity

Expected Reports  
Produce timetable reports based on  
- Room  
- Class  
- Course  
- Labs  
- Lecturer  
- Master timetable  

Enable online query of timetable schedules

5.7.4 Students Portal  
The student portal will provide online services to students and will have the following features.  
a) Online application for different programs offered at KISE  
b) Online course registration / enrollment.  
c) Students can view exam results online and print an unofficial transcript.  
d) Allow students to view their fee balance online.  
e) Students can view their attendance records online.  
f) Students can view academic holds online and receive instruction to resolve holds.  
g) System should provide alerts to students on their fee balance status, exam results, etc.  
h) Students can manage an online profile.  
i) Students can update contact information and addresses online.  
j) Students can communicate with institutional departments online. Students can view class and exam timetables online  
k) Digital Notice Board where students can be informed of the latest updates.  
l) The portal should allow for communication to prospects, applicants, students and alumni using multiple channels like email, SMS, etc. This should include communications sent in bulk.

5.8 Human Resources Management and Staff Portal  
The system should address all aspects regarding personnel management for the entire life of an employee. It keeps the entire file for an employee basic details, photo, hire details, detailed contacts, personal information (including PF Number, Post, Department/Section, PIN Number, NHIF, NSSF, and VISA, Passport, driving license details including expiring dates), benefits, reviews, defendants, documents attachments (all documents could be scanned and attached here) and an entire section for making any notes. The Human Resource module also includes four major sub modules which include

**Expected Features**

The Human Resource module should contain a minimum of the following features:

a) Employee details & photo capturing
b) Section or department the employee belongs.
c) Employee service history.
d) Leave and absence management.
e) Online recruitment
f) Staff portal showing information like payslips, staff profile, online booking of meeting rooms, online booking of vehicles, online request for meals, leave application and notification
g) Carefully monitors employee suspension, discharge, disciplinary action.
h) Keeps record of employee training, awards and appraisals.
i) Track employee attendance with the use of either fingerprints or smartcard.
j) Gives alerts and keeps record of personal information including license, VISA and other cards expiry dates.
k) Documents can be scanned and stored electronically.
l) Provide the easiest way to organize employee files. Store all your confidential information in one place.
m) Schedule reminders for performance reviews, benefit eligibility, probation periods, birthdays, anniversaries, training, reports and other events.
n) Track all employee’s performance reviews including past reviews. Create management’s comments under each employee. Automatically schedule the next performance or disciplinary review.
o) Document all salary and job changes. View the salary history of each employee online including salary, bonuses and all deductions. Quickly view work history such as promotions and length of employment in a position.
p) Track vacation and leave – Input institution’s vacation and leave policies and the system should track the number of days available based on years of service.
q) Store and view all employee documents. View scanned images like resumes, applications, and accident reports stored by employee. One should also be able to link to Word, Excel and PDF files.
r) Track individual skills; store required courses, certifications and grades received. Document all awards, accomplishments and recognition each employee has received over the years.
s) Maintain an accurate history of all incidents and accidents. Enter all medical assessments performed for regulations.
t) Control confidential information with various security levels for different users.
u) Document all written and verbal warnings. Capture employee and supervisor comments plus disciplinary actions.
v) Store job descriptions, minimum skill requirements and salary grade levels by position.
w) Access to contact information quickly in case of a medical emergency.

**Expected Reports**

- List of all employees by age, gender, home county, disability and ethnicity.
- List of all employees by department/section, employment status
- List of employees on leave
- List of employees due for appraisal
- List of employees who have joined/left the organization
- Skills inventory report
- Staff turnover report

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**aa) Notifications of approved/rejected leave applications, alerts to the supervisors on new applications**
5.8.1 Payroll Module

The payroll Module should automate the employee’s salary and other benefits payments process by gathering data on employee remuneration, calculating various deductions and taxes and generating periodic pay cheques and pay slips.

Expected Features

a) Ability to electronically integrate with the GL, Personal Ledgers, Cash Book and other third party software e.g. e-banking.
b) Ability to automatically process employee salary and benefits
c) Ability to import input data from excel formats
d) Ability to calculate various employee deductions and taxes.
e) Ability to run real-time data communication between human resource and finance sections.
f) Ability to electronically integrate/export employee information to Microsoft excel, word or PDF.
g) Ability to document all salary and job changes, view salary history of each employee online including salary, bonus and all deductions etc.
h) Ability to generate a detailed Audit Trail of payroll transactions/changes.
i) Link job scales to salary and allowances payable to each grade
j) Automatically post annual increments on the due dates.
k) Supports unlimited number of employees and staff classifications
l) Employee banking details e.g. bank, branch, account number, account type
m) Unlimited number of user definable tables e.g. PAYE, NSSF, NHIF, Pensions, Unions etc.
n) User defined rounding system
o) Bonus and arrears payments
p) Direct electronic salary remittance to banks
q) Tracking of loans and amounts due to financial institutions
r) Maintain historical information for unlimited number of years
s) Ability to automatically send payslips to employees through e-mail.

Expected Reports

The system should allow the user to select fields to extract data and generate reports with various formats such as tables, graphs, bar charts etc. The system should be flexible such that it can pick relevant data from various tables in the database and generate any ad hoc report that may be required by the management from time to time. Among the reports the system is expected to provide are:-

- Report on Salary Payments on monthly, YTD, Annual basis.
- Report on tax payments, pension payments etc.
- Reports on payroll costs as defined by user e.g. in terms of basic pay, house allowance and other financial benefits on the basis of cost centre-department or as may be defined by the user.
- User defined payslip format
- Bank remittances list
- Bank registers
- Payroll journal
- Payroll totals
- Employee details
- User specified transaction reports
- Cost centre reports
- Statutory reports e.g. P9, P9A, P10, P10A etc.
- Audit trail reports
- Exceptional reports e.g. staff earning salaries beyond their grades
5.8.2 **Internal and External Part-Timers**

The system is expected to control and manage payments to internal and external part timers.

**Expected Features**

a) Control to ensure appointment of part time lecturers before being allocated classes
b) Integrate with the approved timetable to track attendance dates.
c) Generate the teaching work load per lecturer
d) No lecturer can claim what he/she never taught/invigilated unless there is an approval from a higher authority.
e) Computation of payments based on hours/days worked. The computation will conform to the Institute financial policy.
f) Put controls to qualify an internal lecturer as a part-timer.
g) Put controls in place to stop a lecturer from claiming twice.
h) Put controls in place to limit the number of courses a lecturer can handle.

**Expected Reports**

- List of part timers
- Work load per lecturer
- Lecturer payment history
- Outstanding claims for part timers by centre, department, campus etc.
- Statement of tax for each part timer for purposes of making tax returns

5.9 **Students Meals Control System**

The module must support the process of providing meals to eligible students and clients.

**Expected Features**

a) Ability to set and activate/deactivate different meal times i.e. breakfast, tea break, lunch, dinner
b) Ability to authorize a student using different authentication methods e.g. fingerprint, facial recognition, barcode, PIN and generate a meal voucher
c) Ability to integrate with a baffle gate and allow access to eligible person
d) Ability to have one serving per student per meal
e) Integrate with the student management and finance where a student who has not paid school fees cannot be authenticated

**Expected Reports**

- Number of people served per meal
- Meal tracking report

5.10 **Fleet Management**

The Module shall provide for a system to coordinate the transport provision to various officers on diverse activities, allowing for pooling of staff on similar itinerary.

**Expected Features**

a) Vehicles details; category, capacity, driver, CC, chassis number, mileage and attach logbook
b) Ability to record events relating to the vehicle e.g. accidents and breakdown and attach a report
c) Ability for drivers to record the mechanical and physical condition of the vehicles
d) Trip details; number of people, destination, period of itinerary
e) Fuel logs; date fueled, quantity, total price
f) Preventative and maintenance schedule and alerts; insurance, inspection, service

g) Online vehicle booking indicating availability of the vehicles

h) Allocation of vehicles as requested to capture the departments using the vehicle

**Expected Reports**

- Fuel logs
- Vehicle details
- Vehicle status report
- Trip details
- Repair and maintenance logs
- Driver allocation report
- Departmental usage report

**5.11 Hotel and Conference Facilities Management**

This module is to provide for management of the Institute Restaurant, Accommodation and Conference facilities. It must allow for interaction staff requiring such services while also providing for management of other external customers who require these services. This must address both commercial and internal services while tracking costs and resultant revenues. It should allow for setting of prevailing seasonal rates and prices as well as possible discounts to deserving clients by authorized staff.

**Expected Features**

a) Online booking for meeting rooms include optional items like projector, PA, extension cables, laptop

b) Types of meetings

c) Customer details; name, gender, nationality, date of birth, Check in and out dates

d) Room details- Name of the room, (single/double) capacity, location, optional items like projector, PA, extension cables, laptop

e) Optional services like meals, laundry, gym, swimming, and issue a ticket

f) Ability to integrate with finance module for invoicing and receipting

g) Ability to record items lost in the room, stolen, or left behind by the customers

h) Ability to allocate room attendants

i) Ability to capture all menu items and prices

j) Restaurant point of sale

k) Ability to issue stock items from kitchen store

l) Ability to manage re-order of items and give alerts

m) Recipes and food cost calculation

n) Utensils management; items in stock, broken/lost

**Expected Reports**

- Occupancy report
- Vacancy available by the type
- Room attendance report
- Daily return on income generated
- Optional services report
- Sales summary by date report
- Sales summary by menu report
- Stock report for food items and utensils

**5.12 Document Management System**

The system must have the ability to store, manage and track, electronic documents and images of paper based information captured through the use of a scanner and avail it for reference and action by various user. It features controlled access to such documents based on a set categorization criteria.
**Expected Features**

a) Ability to create electronic documents  
b) Ability to upload documents either scanned or received in soft copy  
c) Ability to host various templates, manuals, policies and reference documents and possibility hyperlinking their citation in action points of other documents.  
d) Ability to create indexes and reference numbers for new and existing documents  
e) Control circulation and allow for action as per set workflow or as requested by users  
f) Ability to allow for paperless tracking of actions and integration with other modules when action requires functions in such modules.  
g) Check-in/check-out and locking, to coordinate the simultaneous editing of a document so one person’s changes don’t overwrite another’s  
h) Version control, so tabs can be kept on how the current document came to be, and how it differs from the versions that came before  
i) Roll-back, to “activate” a prior version in case of an error or premature release  
j) Audit trail, to permit the reconstruction of who did what to a document during the course of its life in the system  
k) Use of markup, annotation and stamps  
l) Ability to integrate with a wide range of existing hardware such as copiers, printers, cameras and scanners.

**Expected Reports**

- Audit Trails  
- Files indexes report

5.13 Integration with Third Party Applications

The system should integrate with following third party applications  

a) Bulk SMS from Celcom Africa  
b) Koha – Library Management System  
c) Moodle – the eLearning Management System  
d) Document management system  
e) Health Information Management System at the ARC including Queue Management System  
f) Direct update of the ERP when students deposit school fees  
g) Biometric time attendance integration with the existing hardware (Suprema and ZKTeco) for staff and students  
h) Integration with a baffle gate  
i) Vehicle tracking system

5.14 Non-Functional Requirements

Give a comprehensive description of the following non-functional requirements and cost where applicable.

- Technical Platform  
- Implementation Methodology  
- System Security and customer support  
- Scalability  
- System Architecture  
- Workflow  
- Annual Charges  
- Cost per initial license  
- System Updates  
- Data Migration  
- Commissioning  
- Any other not included but incidental to this proposal.
5.15 The Distribution of Users

The proposed ERP solution and the implementation services are expected to cover the following user in KISE. Similarly, the solution should address the processes or operations as carried out by the users as listed in table 5.7 below:

Table 5.7 User Distribution

<table>
<thead>
<tr>
<th>NO.</th>
<th>FUNCTIONS</th>
<th>NO. ERP MAIN USERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Members of the Council</td>
<td>4</td>
</tr>
<tr>
<td>2.</td>
<td>Director</td>
<td>1</td>
</tr>
<tr>
<td>3.</td>
<td>Management</td>
<td>8</td>
</tr>
<tr>
<td>4.</td>
<td>Finance</td>
<td>12</td>
</tr>
<tr>
<td>5.</td>
<td>Human capital and administration</td>
<td>4</td>
</tr>
<tr>
<td>6.</td>
<td>Academic Division</td>
<td>60</td>
</tr>
<tr>
<td>7.</td>
<td>Supply Chain Management</td>
<td>8</td>
</tr>
<tr>
<td>8.</td>
<td>Internal Audit and risk</td>
<td>2</td>
</tr>
<tr>
<td>9.</td>
<td>Information Communication Technology</td>
<td>6</td>
</tr>
<tr>
<td>10.</td>
<td>Marketing and Customer Service</td>
<td>10</td>
</tr>
<tr>
<td>11.</td>
<td>Supervision</td>
<td>16</td>
</tr>
<tr>
<td>12.</td>
<td>Other staff</td>
<td>96</td>
</tr>
<tr>
<td></td>
<td>Total Estimated Staff</td>
<td>227</td>
</tr>
</tbody>
</table>
SECTION VI: DETAILS OF THE ERP SYSTEM CONSULTANCY

6.1 Introduction
KISE will procure the ERP solution which would best meet its requirements. The ERP project will be implemented in phases as shall be agreed with KISE and will be premised on the following dimensions among others:
(a) **Standardisation** – standardization of processes, records, terminology, information exchange mechanisms
(b) **Proven solutions** - the ERP solution should address the following:
   (i) Scalability
   (ii) The integration of processes
   (iii) Best Practice – the ERP solution will benchmark with global best practice in relation to KISE functions.
   (iv) Multi-channel service Delivery to facilitate transactions through multiple devices and computer systems.
(c) **Address evolving needs** – The operational characteristics of KISE may evolve over a period of time, as the project moves from development stage to operations. Keeping in line with this change the IT systems requirements of KISE may also change. The ERP solution is expected to act as a platform with which the multiple requirements could be addressed effectively.
(d) **Funding**- Depending on the cost of the ERP based on the best evaluated price, the implementation may be reviewed to rhyme with the available budgets.

6.2 Objectives of ERP
The main objective of investing in ERP based applications is to integrate all business processes and systems. The specific objectives include:
(a) Achieve quality of service, efficiency, effectiveness and improve controls over student examinations, financial transactions and project activities.
(b) Establish uniform standards and global best practice in business processes related to KISE
(c) Enhance the customer relationship management.
(d) Enable real time and end-to-end visibility of information on multiple dimensions (projects, financials, inventory, etc.)
(e) Avail information seamlessly and on demand without manual intervention and duplication.
(f) Facilitate management dashboards for monitoring and decision support systems.
(g) Facilitate business process re-engineering in the various functions of the organisation to make them efficient, transparent, and compliant to regulatory requirements.

6.3 Expected outcome of the ERP project
KISE expects the following outcomes on implementing the ERP system:
(a) Improved service experience by all stakeholders.
(b) Enhanced competitiveness.
(c) Enhanced quality, efficiency and effectiveness.
(d) Reduced cost of operations.
(e) Better decision making.
(f) Improved ability to deploy new information system functionalities.
(g) Maximum return on investment.

6.4 Specific tasks
The Consultant is expected to Configure, install, and customise the ERP as per requirements of KISE. The ERP solution will be hosted at KISE offices with offsite back up. The specific tasks for the Consultant will include but not limited to:
(a) Develop an ERP project implementation plan.
(b) Project scoping- end-user requirement gathering and business process reengineering.
(c) Implement the ERP solution incorporating all security features as described in this document adhering to the current trends and standards.
(d) Integrate the ERP solution with digital signature, banks and selected legacy systems as indicated in this document.
(e) Provide implementation and project management services.
(f) Undertake Sizing of the hardware and installation.
(g) Extract, transform and migrate data.
(h) Undertake User and technical training.
(i) Pilot, test, commission and rollout.
(j) Provide support after completing the implementation of the ERP Solution.
(k) Set up the knowledge centre to augment the capacity of KISE in adoption and continuous improvement of the ERP solution.

6.5 The scope of supply, works and services
The scope and characteristics of the ERP solution to be proposed by the bidders to meet the requirements of KISE should cover the following aspects:
(a) Process coverage of the functional areas
(b) User base
(c) Solution capabilities and features
(d) Integrated workflows to ensure end to end processes of all the functions
(e) Full Integration of the solution with the existing systems as appropriate
(f) Future expansion and future scalability

The scope of the Consultancy will entail the following:
(a) ERP Solution development and implementation services
(b) Project Management services
(c) Training and documentation
(d) Technical services
(e) Support Services both technical and operational
(f) Establishment and implementation of feedback and monitoring system
(g) Software license management
(h) Establishment of a Knowledge Centre
(i) Skill augmentation

6.6 The ERP Project Design and Implementation
The bidder is required to deploy a comprehensive project methodology for delivery of the ERP Solution at KISE to ensure that the organisation is able to achieve the objectives of the project and able to harness the capabilities of the ERP solution and the best practices.

The project methodology should aim at streamlining implementations and deliver fast results to all the stakeholders of the project. At the core of the project methodology is:
(a) Implementation Approach and methodology
(b) The ERP solution implementation activities
(c) Post implementation support
(d) Technical support
(e) Software and license management
(f) Knowledge centre
(g) Project management
6.6.1 The implementation approach and methodology

6.6.1.1 Implementation approach

a) Process improvement will be done to enable KISE adopt some of the best practices embedded in the ERP Solution. The areas that can bring maximum benefits will be identified by the bidder in close coordination with KISE process owners. System Implementer will also bring in knowledge of the best practices adopted by other retail industries during the implementation. Since process improvement is a part of overall implementation plan, bidder should recommend possible places of process improvement, detailed in the plan.

b) The bidder is required to capture all the processes in practice at all the locations of KISE at the time of business blue printing and implementation of the ERP. Wherever possible KISE would like to adopt the best practices and standard processes available with the ERP solution, including Reports and Forms to the extent possible.

c) The below list of objects developed or changes to standard objects shall be considered as —Configuration‖ and not as —Customisation or development‖. The Bidder shall not expect or propose any additional charges for developing these objects. It is expected that such efforts are part of the normal effort for implementation of the ERP solution:

(i) Use of ERP solution provided Customer/ User Exits to achieve specific process requirements/ expectations.
(ii) Configuration of Field selection and Screen Layouts.
(iii) Definition and assignment of User Defined status for various objects.
(iv) Definition of Authorisation Controls and Assignment.
(v) Configuration of standard Workflows.
(vi) Seamless integration across all ERP solution modules and engines or any other third-party solutions proposed to meet the requirements of KISE.
(vii) Reports and Variants based on different solution modules/engines along with specific reports.
(viii) Change to ERP standard reports/information systems to define and enable User Specific Variants.
(ix) Change to ERP standard forms to incorporate standard texts and KISE logo and formatted to address the KISE Formats.
(x) Conversion Programs developed for migrating Master Data and Open Data for —usage ready‖ from existing applications.

d) Plan for customisation/development – The Bidder should plan for the following developments as part of the normal effort for implementing the ERP Solution:

(i) Digital signature integration.
(ii) Integration for different types of online payments.
(iii) Integration of the biometric attendance system.
(iv) Banking transaction integration.
(v) Input to the ERP system from all identified sources and produce outputs/ reports as identified by KISE.
(vi) Integration of any other system as identified by KISE.

e) Documentation

The Bidder shall ensure preparation of complete documentation of the following:

(i) All configuration settings, customised applications, other activities, steps by step stages involved in the implementation of the system. The Bidder shall prepare the business process document, end-user manual and training document.
(ii) Source code for the customised solution developed for KISE with inline documentation. Detailed final system documentation for reference of KISE. Bidder shall prepare the final user manual incorporating all details of all menus and functionality provided by the system.

f) Use of the native Project management tool - The bidder will use the native project management tool to record all project activities including but not limited to:
   (i) The business design documents with version control review comments.
   (ii) Minutes of the meetings.
   (iii) System documentation.
   (iv) Issue lists, resolutions.
   (v) Training materials.

6.6.1.2 The implementation methodology
(a) The methodology to be deployed by the bidder to implement the ERP solution will have different work elements and activities. All these activities and the work elements should coherently focus on achieving the following key results:
   (i) Quality of the solution deployed.
   (ii) Customer satisfaction while deploying and during usage.
   (iii) Successful implementation in terms of completeness and timely accomplishment of the outcome.

(b) Critical activities of Implementation
The following are expected to be part of the implementation methodology to be adopted by the bidder:
   (i) Workshops with different stakeholders for capturing business requirements, creating awareness of best practices, communicating the changes, building consensus on process design, for signing off the deliverables among others. The workshops need to be organized at different intervals and in different places throughout the duration of the projects as demanded by the context.
   (ii) Stakeholder consultation other than workshops, with those stakeholders who will be identified by KISE, for critical inputs, review, suggestions, process description among others.
   (iii) Review sessions with different stakeholders for signing off the deliverables, walking through the deliverables for facilitating quick understanding.
   (iv) Documentation of proceeding – recording the developments, discussions, deliverables, using standard methodology and native tools available with the ERP solution.
   (v) Work standards/practices for documentation, configuration, and testing and data migration among others.
   (vi) Training the different stakeholders.

6.6.2 The ERP solution implementation activities and project deliverables
6.6.2.1 Implementation activities
The methodology shall be well-defined and structured in approach. It should adhere to the globally accepted best practices of ERP implementation and should cover the following broad phases or work elements.
   (i) Project Preparation.
   (ii) System Study/Business Process Design.
   (iii) Realisation/configuration/customisation/development.
   (iv) Integration, Testing and Acceptance.
   (v) Validation.
   (vi) Data extraction, transformation and migration.
(vii) User and Technical training.
(viii) Cut over strategy.
(ix) Usage ready.
(x) User adoption and support.
(xi) System stabilisation support.
(xii) Post implementation support.

(a) **Project Preparation:** The project preparation will focus on creating the project charter, interfacing mechanisms, the training, the day to day action plan till the completion of the next immediate stage, familiarization of the bidder team with KISE operations and the KISE team with the action plan of bidder among others.

(b) **Business design and blue print:** The bidder is expected to formulate the business design or blueprint, which will act as the key document for all the subsequent activities. The business design or blueprint will cover all the processes of the organisational units listed in the TENDER DOCUMENT, and will entail detailing the processes/solution capabilities listed in the TENDER DOCUMENT. This will be carried out through activities like system study, workshop with the users to identify the processes, to agree on the process characteristics and to formulate the process designs, detailing the operations/processes of KISE, detailing the AS-IS and TO-BE processes, analysis of AS-IS and TO-BE business processes, gaps in relation to best practices as per ERP system, among others. The business blue print as approved by KISE only shall be implemented.

(c) **The ERP solution provider shall also approve the business blueprint.** The bidder is expected to deploy standard templates for this purpose. Some of the critical outputs of the business design phase will be:

(i) The master list of processes
(ii) The users to the system, the activities, access rights.
(iii) The reporting requirements, the report formats.
(iv) The identification of interfaces needs for integration and the scheme for integration.
(v) The data input requirements and formats.
(vi) The outputs/formats required.
(vii) The training and change management requirements.
(viii) The hardware sizing.
(ix) The best practices and the needs for process changes.
(x) The needs for customisation to address statutory or organisation specific requirements.
(xi) The bidder will also ensure the following during the implementation:

- Documenting the functional specifications for enhancement, development, interface and reporting requirements (such as, Layout sets, daily status reports, reconciliation reports among others), based on inputs.
- Prioritisation of the development efforts and estimates for reporting/enhancement requirements.
- Develop detailed technical design documents for all such development requirements including any data operation and security issues.

(d) **Realisation/configuration/customisation/development:** Based on the functionalities designed, bidder shall be responsible for:

**Realisation:** The system configuration and customisation will be undertaken based on the approved business design or blueprint. The key requirement will be identification of the processes to be configured and the processes to be customised. After completion of configuration/customisation of the ERP solution, the bidder shall carry out a trial run with KISE data, and demonstrate the processes to the KISE user team. If the need arises and the result is not up to the expectation of KISE management/KISE user team, further reconfiguration will be done by
the bidder in order to close any gaps left in meeting the desired objective. The bidder will also identify/configure the users of the system, the activities being carried out by them and the necessary authorisation/limit to access among others. Some of the other key activities will be:

- Integration of the detailed design across modules.
- Testing of configuration of Modules.
- Identification of the fields that need to be captured for the masters’ files and mapping of the information with the legacy systems.

Configuration: In order to minimise upgrade costs, KISE would like to use standard features of the ERP Solution. The implementer is expected to make the necessary —Configuration entries in the ERP Solution to achieve the business needs. The configuration includes small routines using User-exits and developing screen variants as needed by the business by setting fields attributes - to hide, display and make them mandatory fields.

Customisation: KISE intends to implement standard ERP Solution functionality as far as practically possible and to adopt the business processes of the standard ERP Solution and the leading practices available in the offered solution. However, bidder is required to undertake customisation that may be needed in line with the changed, improved or specific business processes requirement prepared during Business blue printing phase of the implementation.

Development: In case the bidder intends to develop any application as part of the application to suit the requirements of KISE, such a development has to be restricted to minimum and has to be necessarily on the same platform as that proposed for the ERP solution. All such applications shall be the property of KISE. In cases where bidder recommends that the Customisation is needed through software development, KISE reserves the option to get Expert help to resolve the functionality gap. In case it is proved that the functionality gap can be taken care through —Configuration without resorting to —Development Customisation, then Configuration only would be the option. The cost of expert help in case of erroneous recommendations by the bidder shall be deducted from the progressive payment to the SI.

(e) Integration, testing and Acceptance: The bidder shall provide standard functionality test suites for testing the modules. For software the bidder shall prepare the test plan and shall get it approved by KISE. Test Data for different scenario (Test Cases) will be prepared in consultation with the users concerned for testing the modules. The pre-commissioning tests shall be carried out to assess the following but not limited to:

- Conformance to the functional requirements
- Performance of the system with reference to response time and accuracy
- User friendliness
- Simultaneously, the documentation will also be reviewed by the user to ensure its accuracy and clarity

The Bidder is required to prepare procedures detailing the steps for conducting System Tests, which are accepted by KISE. The Bidder shall after development and customisation/configuration of the ERP Solution, conduct tests to demonstrate that the system meets all the requirements (functional and technical) specifications as brought out in this TENDER DOCUMENT and would be in accordance with the procedures detailed in approved To-Be process document. Integration testing for the existing systems will also be carried out with a view to ensuring that there is seamless transfer between the ERP and the legacy systems.

On the basis of these tests, a report would be submitted by the Bidder for review and approval by KISE. The test results and response times should be demonstrated by the System Implementer during the testing phases (System, integration and Stress and Load testing) at each KISE location in an environment/infrastructure as mutually agreed upon by KISE and the bidder. This will entail:
- Developing a Test Plan to support Function Testing and System/Integration Testing and ensuring that the testing of the software is comprehensive and auditable and preparing test cases for User Acceptance Testing (UAT).
- Testing of the entire new system, as part of system integration testing. Testing of the data conversion and migration to the new system, as part of system integration testing. Integration testing shall be carried out to ensure cross function modules are integrated and transaction data is flowing across the ERP modules and integrated legacy systems accurately.
- Developing acceptance test procedures to ensure conformance to the required process operations response time, the integrity of the software after installation, and to eliminate any operational bugs. This will include:
  (i) Fine tuning of the software, ensuring all required related component software are installed and any debugging required.
  (ii) At the satisfactory conclusion of these Acceptance Tests to the satisfaction of KISE, the commissioning/implementation of the software shall be considered to be complete for the respective location.

(f) **Validation:** Since the Examination and e-procurement systems are some of the most sensitive ERP solution components being implemented, the bidder is required to get the processes, and the configurations validated by a legal expert for compliance to international standards, ACTs, laws or guidelines.

(g) **Data extraction, transformation and migration:** Migration of data in the new system is the responsibility of the bidder. KISE along with the bidder will jointly decide on what data will be migrated and KISE will take the responsibility of collecting and making the data available. A detailed plan for data migration is expected from the system implementer during the initial stages of the project, which will include data to be migrated, templates for upload of data and data collection/digitisation/migration timelines. All data migration activities including digitisation are the responsibility of the system implementer. Some of the key activities of data migration will be:
  (i) Identification and development of the data upload/download programs.
  (ii) Providing data migration tools and templates to KISE.
  (iii) Populate and migrate all the legacy/raw/new data element to the ERP system.
  (iv) Training and facilitating the KISE core team.
  (v) Assistance in Checking data quality and Integrity.
  (vi) Integration testing of the configured system using the populated master and transaction data.
  (vii) Assist KISE team in Master Data management. The following data should be migrated:
    - All open transactions and all transactions from the start of financial year.
    - Standing or master data such as vendors/suppliers, customers, all employees, material, work breakdown structures, equipment, work specification, cost data, among others.
    - Transactional data for all live projects. The live project data to be populated based on the agreed to-be process requirement.
    - All the related Master Data of all the modules and associated drawings, test results among others as applicable.
    - It will be the responsibility of the bidder to ensure that data migration is complete in all aspects, within time so that the requirements of the implementation are fulfilled.
    - Most of the data migration will be from the existing systems both manual and automated.

(h) **End-User and technical Training** - The purpose of user training is to ensure that all users are adequately prepared and able to perform their job functions at —usage ready. Training content
will depend on the function performed by the users; therefore, several user profiles will be established. The vendor will be expected to organise for certification of some key users to be identified in the course of project implementation. Training will be designed for:

- End users
- Training for the system administrators and technical users
- Senior Management on performance and audit trail
- Members of the Board

(i) **Cut over Strategy:** The bidder has to evolve and detail a comprehensive cut over strategy including initial data take on, sequence of data take on, set up of support helpdesk, helpdesk procedure to minimise business impact of cut over activities.

(j) **Usage ready:** “Usage Ready” means commissioning and integration of all the components of the ERP solution (including interfaces to legacy systems) as per this document, configured, customized and used successfully by all the intended users of KISE for successfully executing all the intended transactions as in this TENDER DOCUMENT and as per the SLAs and/or mutually agreeable levels. The “Usage Ready” shall come into effect only on approval by KISE. The bidder is required to undertake the following to review readiness for “Usage Ready” of the ERP system:

- Facilitate in setting up central help desk for any queries.
- Review the health, usage and performance of the system till it stabilises.
- Ensuring resolution/documentation of all issues raised during implementation.
- Final configuration/integration, volume and stress testing.
- Switch over to production environment.
- Declaration of —usage readyll — the system will be declared —Usage Readyll when the following tasks/activities are accomplished satisfactorily:
  - Acceptance testing
  - Hardware commissioning
  - Data migration
  - Training
  - User creation / role identification
  - Security and Help desk

(k) **User Adoption Support:** The Bidder shall provide User adoption support between the period of —usage readyll and declaration of —complete deploymentll, by deputing technical and functional consultants at the client site. During this period the bidder will address the following:

- Hand holding the users to carry out their activities using the ERP system.
- Facilitating the users to use the ERP system on a daily basis.
- Training the individual users for specific processes/activities.

(l) **Feedback and Audit**

**User feedback and internal review:**

- The bidder is expected to build adequate mechanisms to get the feedback from different users of the ERP Solution during different stages of the project. These users/stakeholders for giving feedback will be identified by KISE
- The bidder is expected to deploy in this project the expertise of experience of similar projects carried out by it earlier. Although it is not expected that these experts will be full time on site for the project, it is expected that all the key deliverables will go through a review with these experts. Similarly, the successful bidder is expected to deploy all the quality assurance mechanisms as per international quality standards for this project.
- The bidder should clearly indicate up front what are the deliverables which will go through internal review, what type of expertise will be deployed for these reviews and what are the deliverables which will follow the quality assurance plans.
- If any of the deliverables are not acceptable to KISE or its appointed experts, it will have the right to seek deployment of experts from bidder to review the deliverables.

**Third party audit**
- KISE may appoint third party experts to review any or all of business design, configuration and the final system for the adequacy of security built into the system, keeping in mind the sensitivity of the operations of KISE.
- The bidder is expected to provide full cooperation to the agency appointed by KISE for this purpose, to carry out its job professionally.

**Declaration of “Complete deployment”: The ERP system is accepted as “Complete deployment”** only after successfully using the system for three months’ error free. The Project Managers from KISE and Solution Implementer (SI) will jointly initiate the notice for declaring “Complete Deployment” after satisfactory completion of the following:

(i) All the activities as listed in this TENDER DOCUMENT
(ii) After scrutinising all the inspection reports, audit findings, Contracts, licensing agreements among others.
(iii) Satisfactory completion of end to end processing of all functional modules.
(iv) The —Complete Deployment‖ notice is submitted to the Steering Committee of KISE for action.
(v) Within fifteen (15) days of receiving the notice, the Steering Committee will decide on the actions to be taken on —Complete Deployment‖.
(vi) The —Complete Deployment‖ event comes into effect only when the Steering Committee approves the notice for —Complete Deployment‖.
(vii) In the event that Steering Committee does not approve or suggest further action, the notices are reinitiated only after the recommended actions have been satisfactorily completed.

**System stabilisation support**
(i) After launching of the ERP solution or making it —complete deployment‖, the bidder will provide three months of system stabilisation services.
(ii) During this phase, the bidder will take up the following:
- Tasks related to bug fixing (if any) in customisation made in the system
- Maintaining back-ups of the implemented system
- Coordinating with ERP Solution OEM for any base ERP solution related issues.
- Minor developments, improvements in the output and input formats
- Hand holding the users
- Formulation of Post —Complete deployment‖ Support Strategy
- Formulating the mechanisms for Post —Complete deployment‖
- Monitoring
- Carrying out the review of issues and activities carried out during user adoption and system stabilisation period.
- Monitoring and fine-tuning system response.

**Project Deliverables**
It is expected that the project will move from one phase to the next only when the deliverables of that phase are accepted. Some of the key deliverables which will signal the successful completion of each of the phases shall be as indicated in table 6.1.4 below. The Bidder is encouraged to propose
any additional deliverable/s for the sake of comprehensiveness, based on their experience of delivering similar projects, which can enhance the quality of work.

Table 6.6.4: Project Deliverables

<table>
<thead>
<tr>
<th>Major activity/Mile stone</th>
<th>Deliverable</th>
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<tbody>
<tr>
<td>Project Preparation</td>
<td>• Agreed and Finalised Project Plan</td>
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<td></td>
<td>• Inception Report</td>
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<td></td>
<td>• Core team training completion report</td>
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<tr>
<td></td>
<td>• Team profile finalisation and Mobilisation Sign Off</td>
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<tr>
<td>Business Design</td>
<td>• Master list of processes</td>
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<td></td>
<td>• —As-is process mapping and analysis—</td>
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<tr>
<td></td>
<td>• &quot;To-be Process and Gap Analysis Report</td>
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<td></td>
<td>• Customisation Requirement Report</td>
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<td>• Master Data Structures</td>
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<td></td>
<td>• Legacy Systems Integration Report</td>
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<td>• Change Management Requirement Report and Strategy</td>
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<td></td>
<td>• Business Design Blueprint sign off</td>
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<tr>
<td>Configuration, customization</td>
<td>• Configuration Document</td>
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<td></td>
<td>• Integration and Interface specification</td>
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<td></td>
<td>• Authorisation, Security and Access Control Specification</td>
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<td></td>
<td>• Demonstration Report</td>
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<td>Training</td>
<td>• Training Requirement Report</td>
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<td></td>
<td>• Training Curriculum</td>
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<td></td>
<td>• Training Schedule and Completion Report</td>
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<tr>
<td>Integration Testing</td>
<td>• Unit Test Report, Integration Test Report, Full Load, Stress Test</td>
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<td></td>
<td>• Report and Sign-Off</td>
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<td></td>
<td>• Integration testing of ERP</td>
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<td></td>
<td>• System, User and other Manuals</td>
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<tr>
<td>Audit and quality control</td>
<td>• Quality Audit acceptance</td>
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<td></td>
<td>• System Quality Assurance undertaking</td>
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<td>• Action Taken Report</td>
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<tr>
<td>Data Migration</td>
<td>• Functional Specifications for Upload programs</td>
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<td></td>
<td>• Data Migration Methodology and Completion Report</td>
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<tr>
<td>Cut over and —usage ready</td>
<td>• Functional help manual</td>
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<tr>
<td>preparation</td>
<td>• Cut over strategy report</td>
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<td></td>
<td>• Back up strategy and Disaster Recovery Plan</td>
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<td>• Fail over system plan</td>
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<td></td>
<td>• Test Report</td>
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<td>—usage ready and support</td>
<td>• User acceptance protocol</td>
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<td>• “Usage ready” Sign Off</td>
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<td>• Action taken report</td>
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<td>• Transition Quality Gate(s) Sign-Off</td>
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<td>Operations and managed services</td>
<td>• SLA</td>
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<td></td>
<td>• Performance Evaluation report</td>
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<td>• Action taken report; Transition plan</td>
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<tr>
<td>Knowledge centre</td>
<td>• KC Establishment Plan</td>
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<td></td>
<td>• Operationalisation plan</td>
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</tbody>
</table>

- The bidder is required to provide the details of the corresponding deliverables for each of the milestones as well as the delivery of priced items for the milestones. The
milestones to deliverables and supply listing will be the basis for payments for the corresponding priced items.

6.6.3.1 **Deliverables acceptance criteria**

(a) The acceptance criteria for each phase is the submission and acceptance of all deliverables specified for that phase. The formal acceptance by KISE of the phase deliverables constitutes completion of the phase and approval to launch the next phase and invoice KISE for payment if there is a payment attached to that milestone.

(b) Acceptance criteria for each deliverable will be established in accordance with the process described in the following paragraphs prior to the beginning of each phase.

(c) Bidder should provide templates of proposed deliverables. At the onset of each phase, bidder will meet with KISE Project Manager to review the applicable templates, tailored to accommodate the needs of the project, and agree on the scope, format, and content of each of the major deliverables for that phase. The agreements made during this meeting will be captured in a Deliverable Review Document (DRD) for each deliverable.

(d) KISE team will give approval to move from one project milestone to the other only after the deliverables of a particular project milestone are accepted by the concerned authority. Hence, the protocol for submission, review, revision and acceptance will be established at the beginning of the project. The Bidder is required to propose the details of this protocol as a part of the proposal.

6.6.4 **Project Standards**

The bidder must provide Project Standards for various activities/documentation. Following is a minimum list where standards have to be set by the Bidder:

(i) Test cases and Test scenarios
(ii) Business Process Design
(iii) Functional design specifications
(iv) Technical design specifications
(v) Transporting objects
(vi) Change control
(vii) Reporting defects

6.6.5 **Project Success Criteria**

(i) The finished ERP solution meets planned scope and specifications as follows:
(ii) No issues pending at the end of the warranty period.
(iii) No backlog or offline processing of online transactions during the last month of deployment.
(iv) The project is completed on time and all Users adopt the software according to plan

6.6.6 **Change Requests**

Since this is a fixed price project with clearly identified scope of solution and services, the bidder is expected to complete the project without raising any requests for change and seeking the payments for them. If there is a genuine change to the scope of work, KISE will raise or accept change requests and pay for them based on the efforts estimated for them and the cost of manpower indicated by the Successful Bidder in the financial proposal. The genuineness of the change will be established based on the process, deliverables, solution capability and the validation of it by KISE or its advisors. The process will be guided by the PPDA Act 2015.

6.6.7 **Post implementation support**

The implementation services for the ERP solution are treated as completed and the support and maintenance services or the post implementation services starts when the following are completed:

(a) Completion of the of user adoption services after the —usage readyll of the ERP system
(b) Completion and declaration of —complete deploymentll by the steering committee
(c) Completion of the three months of system stabilisation support after - complete deployment of the system

The Bidder shall further undertake post implementation support that will include:

(a) Maintaining data regarding entitlement for ERP solution upgrades, enhancements, refreshes, replacements and maintenance.

(b) If the Operating System or additional copies of Operating System are required to be installed/reinstalled/de-installed, the same should be done as part of the bid.
   (i) Bidder should carry out any requisite adjustments/changes in the configuration for implementing different versions of ERP solution.
   (ii) Updates/Upgrades/New releases/New versions. The bidder shall provide and implement from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The bidder should ensure upgrades, updates and patches of the ERP Solution and tools are available to KISE as and when released by ERP Solution OEM.
   (iii) Bidder shall ensure patches to the licensed software including the ERP solution software, operating system, databases and other applications are installed.

6.6.8 Technical Support

(a) The technical support for the ERP solution is meant to ensure OEM support – ensuring ERP Solution OEM services for system performance, performance tuning, upgrades among others.

(b) Formulation of all policies and procedures related to Basis technology, System Administration, Data Base Management, applications, archives, network management and security, back up among others.

(c) Prepare requisite system landscape and procedures for smoothly implementing the ERP. This shall also take into consideration the phased pilots and rollouts.

(d) The bidder shall assist KISE team to perform all authorisation-related activities (activity group, authorisations, profiles among others until the ERP system stabilises.

(e) Assist KISE to manage the legacy data interfaces, print spools, batch Jobs, printer configuration among others.

(f) Prepare a detailed System administration manual, Data administration manual, operational manual, User manual which shall be used by KISE employees to run ERP enabled production environment. This shall also include how the various parameters shall be monitored/ tuned in a live system.

(g) Finalise the archival policies for all the functional areas. All necessary configurations shall be done and tested.

(h) Prepare requisite system configuration for disaster recovery management and Fail Over system plan.

(i) Round the clock support for trouble shooting in functional and technical area.

6.6.9 Warranty

(a) The bidder shall provide warranty period of one (1) year.

(b) The support services under the warranty period will start after fully testing the system and it’s free from errors and user acceptance reports are signed.

(c) The bidder is expected to provide the recurring costs that need to be catered for by KISE for one (1) year beyond the warranty period. Thereafter, KISE will have the options to extend the post warranty support period.

6.6.10 Knowledge Centre (KC)

(a) Before the completion of the mandatory support and maintenance period for the ERP solution, the bidder will help to create a Knowledge Centre (KC) for operations
management of the ERP solution at KISE both for technical support and maintenance of the ERP solution.

(b) The bidder will hand hold KISE in institutionalizing the KC.

(c) As a part of setting up the KC, the bidder will help KISE in:
   (i) Creating the right structure for the KC including planning for the resources required for running it.
   (ii) Capacity building for the KC, by training the people on the ERP solution.
   (iii) Formulating mechanisms and designing the processes for the KC to function effectively.

(d) The KC when completely operational is expected to deliver and focus on the following:
   (i) Performance analysis and reporting
   (ii) Continuous improvement of the business processes
   (iii) Knowledge repository
   (iv) Repository for the best practices
   (v) Adoption of best practices in operations
   (vi) Enhance the compliance and transparency of operations of KISE

6.6.11 Project management

(a) **The work Plan:** Other than the management of resources/deployment of experts and management of timeline as explained in the next sections, the project management will focus on the work plan containing a detailed set of phases, work packages, activities, and tasks preferably from the standard ERP solution implementation Roadmap.

(b) **Issue Management:** An issue is a formally identified matter that may hinder progress on a project or program and about which no agreement has not been reached. Often it can be difficult to determine which questions should be documented as issues and which can be resolved directly without impeding the project flow. Those items that require documentation, formal investigation and approval should be managed as issues and this issue management methodology has to be proposed by the bidder.

(c) **Scope Management:** Scope of the project will be managed through a formal scope change management process. Project management is essential to ensure that changes to the scope of the program do not adversely affect the program objectives. Change management documentation of project scope and approval procedures provide a visible decision-making process for the project and provide a clear audit trail of scope changes and the corresponding cost benefit appraisal and has to be proposed by the bidder in the Project Management Methodology.

(d) **Project structure:** Bidder is required to propose a Project structure based on their own experience of successfully implementing similar solution.

(e) **Project Steering Committee:** The steering committee would form the apex body on various issues relating to finalisation of functional policies and procedures, requirements definition and other policy issues. The steering committee will carry out the following activities:
   (i) Mobilise the resources necessary for Project Execution.
   (ii) Standardisation of processes and procedures across KISE.
   (iii) Provide advice to the Chief Executive Officer and the Board for approval of deviations in scope, project time lines and budgets as appropriate.
   (iv) Meets monthly to review project progress and resolve issues, if any.

(f) **Project Manager:** The Project Manager assumes overall responsibility for the assignment and ensures that all resources required are made available and the engagement is carried out according to agreed plans. The function will be the primary channel of communication for all KISE requirements to the implementation team.

(g) **Functional Consultants:** The Functional Consultant shall ensure total understanding of the business and ERP Solution modules implementation approach. The Consultant shall
effectively customise the various components of ERP Solution as per user requirements and shall also document the processes and procedures relevant to the assignment. The bidder is expected to deploy the following experts for the project:

- Project Management/contract management
- Financial Management/Accounting/Costing
- Human Resource management and Payroll administration
- Functional consultant for public supply chain management and e-procurement system
- Legal expert with knowledge of ICT relevant Acts, standards and regulations, contract Act among others, as advisor for e-procurement function
- Technical consultant for system deployment, commissioning, testing, development/customisation.
- Functional consultant for Examinations preparation and administration.

(h) Development Programmers: The primary role of Development Programmers shall be to meet the requirements as specified by the Functional Consultants. He/she shall ensure that the developmental activities are in conformity with the quality guidelines and customer specifications as mentioned in the requests. He shall also ensure thorough testing and validation of the changes proposed and supports the functional team.

(i) The minimum proficiency of the experts/resources: It is expected that the key resources to be deployed by the bidder would have the following minimum proficiency in the role they are proposed for the project.

- **Project Manager:** Degree in IT or relevant field, professional/practitioner level Certification in project management, minimum 7 years of experience, in managing at least two turnkey ERP projects as project manager.
- **Functional consultants:** the bidder will be expected to provide skilled consultants in the various functional areas as described in this Document.
- **Technical consultants:** Graduates in Bachelor of Science in Computer Science, ICT, Engineering or related disciplines, Minimum 5 years of experience in the technical areas related to the proposed ERP solution, in terms installation, commissioning, architecting and technical developments and provide two projects.

(j) Management of the Project Team Changes/Attrition

i. Since the continuity of the key members of the project team is essential for the success of the project, KISE shall expect the bidder to follow diligent process for ensuring continuity of the key implementation team. KISE would like to identify those persons whose profiles will be part of the bidding document as the basis for the evaluation of the competence of bidder to carry out the implementation of the Project at KISE as the —Key personnel. It is the responsibility of the bidder to deploy these resources either on a full time or part time basis for the activities they have been proposed to be deployed during the entire duration of the Project as per the response to the TENDER DOCUMENT submitted by bidder. The team will be on board only after KISE accepts the profiles proposed by the bidder.

ii. In the event that KISE identifies any personnel of the bidder as —Key Personnel, then the bidder shall not remove or replace such personnel without the prior written consent of the KISE, unless such removal is the result of an unavoidable circumstance including but not limited to resignation, termination, medical leave, among others.

iii. Under any circumstances when the Key Personnel are to be replaced or removed, the bidder shall put forward the profiles of personnel being proposed as replacements. These profiles should be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by KISE or its authorised representative. KISE
or its authorised representative will have the right to accept or reject these substitute profiles.

iv. In the event that any Key Personnel is to be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule but not later than seven (7) working days from the date of exit of such personnel. If replacements are not done as per mutual agreement, KISE will have the option to penalise the bidder for bad delivery and material breach.

v. At the project preparation stage, the bidder will share the profiles of the key members with KISE and these key profiles should meet the specifications highlighted in the TENDER DOCUMENT as well as the proposal submitted by the bidder. The replacement will be on board only after KISE accepts the replacement.

(k) **Deployment of Native Tool:** The bidder is required to deploy and use the native tool available with the ERP solution for managing the implementation as well as providing application maintenance service. Some of key areas where the native tool needs to be used are:

(i) Project documentation and version control.
(ii) Deliverables management and version control.
(iii) Configuration management and version control.
(iv) Issues and change request tracking.
(v) Providing Transparency of all software changes.

(l) **Managing the change request**

(i) Full documentation of each change: link to a Change Request and a Service Desk for each change.
(ii) Collection of all Requests for change.
(iii) Consolidating demands by bundling similar changes.
(iv) Scheduling changes according to priority, category and possible impact.
(v) Making changes to follow a proven workflow.
SECTION VII: TENDER EVALUATION

7.1 Technical Proposal

7.1.1 General guidelines for the Technical Proposal

(a) The bidder must fully understand the scope of the ERP solution and services for implementation as outlined in the TENDER DOCUMENT. The bidders are expected to examine, understand and comply with all the instructions, formats, terms and conditions, solution and services requirements and other information in the TENDER DOCUMENT documents before submitting the bids. Failure to furnish all the information required by the TENDER DOCUMENT or submission of a proposal not substantially responsive to the TENDER DOCUMENT in every respect will be at the bidder’s risk and may result in rejection of the proposal.

(b) The bidder is required to provide in the Technical Proposal details of how the proposed ERP solution is to provide the implementation services to address all the requirements of KISE is listed in this TENDER DOCUMENT.

(c) The bidder is expected to understand the complexity of the requirements for an ERP solution and implementation of the proposed ERP solution at KISE, the complete solution and services footprint, the processes and functions of KISE while preparing the Technical Proposal.

(d) The bidder is expected to bid for the project with a complete understanding that, all services and deliverables listed in this TENDER DOCUMENT need to be fulfilled while executing the project.

(e) While the bidder has the freedom in making any assumptions about the processes and functions of KISE while interpreting the details given in this TENDER DOCUMENT, such assumptions cannot be the basis for any bargaining or different interpretation of the solution capabilities of the proposed ERP solution or the processes of KISE, during the execution of the project.

(f) The bidder is expected to bid for the project with a complete understanding that, all the processes and functions given in the TENDER DOCUMENT need to be implemented using the solution components of ERP, and deliver the services, solutions given in the TENDER DOCUMENT, at a fixed price, without any provisions for bargaining or for a different interpretation of the specifications in the TENDER DOCUMENT and a change in scope, while executing the project.

(g) KISE retains the right of the final say in interpreting the requirements of the ERP solution capabilities, the processes and operations of KISE, and the scope of the Project in terms of the services and deliverables KISE expects from the bidder, as listed in this TENDER DOCUMENT.

(h) Since a process can be described in different ways, the bidder should clearly understand that any possible variations to the processes during the Business Design phase from the way they are specified in the TENDER DOCUMENT should not be considered as deviations or extensions to the original process specifications.

(i) The technical proposals must be complete in all respect and should cover the entire scope of ERP solution and the project as stipulated in the tender document.

7.1.2 Patent/Intellectual Property Rights/Copyrights

(i) If the bidder intends to use any third party tools or methodology or any proprietary tools, during the Project, for the purpose of the project, the bidder is required to confirm that there are no infringements of any Patent or intellectual and industrial property rights or copy rights as per the applicable laws of relevant jurisdictions.

(ii) The Original Equipment Manufacturer (OEM) of the proposed ERP solution should declare that they are the rightful owners (copyright, patent rights or Intellectual property right, as the case may be) of the solution and have the rights/authority to license the solution to KISE
(iii) Any software that will be customised for the purpose of KISE solution will remain the property of KISE and source code should be surrendered to KISE for ownership.

7.1.3 **Conditions for technical proposal**

(i) The bidder is expected to respond using the specified formats for the response, wherever applicable. Failure to use the specified formats may result in disqualification of the proposal. The technical proposal or the technical bid should address the following points:

(a) Implementation Approach and methodology.
(b) The ERP solution implementation activities.
(c) Post implementation support.
(d) Technical support.
(e) Software and license management.
(f) Knowledge centre.
(g) Project management.

(ii) The Technical Proposals must be direct, concise, and complete. Any information not directly relevant to this TENDER DOCUMENT should not be included in the proposal. KISE will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this TENDER DOCUMENT. To assist in the preparation of proposal, KISE is making available an electronic version of this TENDER DOCUMENT.

(iii) KISE is also open to any suggestions that the bidder may want to render with respect to the ERP solution capabilities to be deployed, implementation of the proposed ERP solution at KISE, its coverage, and the best practices to be adopted in the light of their expertise or experience from similar assignments.

(iv) The bidder shall number all the pages of the Technical proposal including the annexure and other attachments.

(v) The technical proposal must not contain any price information.

7.1.4 **Contents of the Technical proposal for ERP solution**

(a) The Technical proposal for ERP Solution should contain details of the solution components proposed along with how each of the solution components would meet the requirements of KISE. The technical proposal should address the following:

(i) Functional coverage of the solution proposed.
(ii) The complete landscape of the solution with modules, integration points among others.
(iii) How the different processes of KISE are integrated with the solution.
(iv) The ERP solution with a list of all the modules, tools independently priced items along with metrics for pricing and total quantity proposed.
(v) The rationale for the different solution components and the licensing metrics.
(vi) The rationale for the sizing of the different modules of the ERP.
(vii) How the solution components are sized and their relationship to licensing metrics.
(viii) The details of third party solutions if any, their description and purpose, licensing metrics and sizing considerations.
(ix) The bidders while proposing the ERP solution with detailed bill of materials, as per the format provided for the Technical proposal, are also required to provide definitive commitment on how each section of the processes described in the TENDER DOCUMENT are addressed by which module/components of the bill of material.

(b) **The licensing conditions:** The bidders are requested to furnish the details of the licensing terms, the definitions and the licensing metrics for all the elements/modules proposed. The bidders are requested to provide a copy of the draft licensing agreement to highlight details of the licensing terms.

(c) **References:** The bidders are requested to provide the certificates of completion to systems deployed within the past 10 years which are currently active.
(i) **Key technical features:** The bidders are required to provide the compliance of the proposed ERP solution to the following key technical features. Proposed application shall offer all the functionalities required as per scope described above as a single application solution covering real time posting.

(ii) All out-of-the-box modules should be natively integrated applications on a single interoperable open platform. Additional modules will be developed through customisation of the same solution.

(iii) The ERP Solution should provide wide range of security features such as single sign-on (SSO), multiple authentication, authorisation and Integrated User management.

(iv) The ERP solution should provide implementation, administration and operational tools seamlessly integrated with the product.

(v) The ERP Solution should be Uni-code Compliant, support N-tier and Internet architecture, be natively built based on 64-bit operating system and support application and database clustering and load balancing.

(vi) The ERP Application shall provide an application architecture which can be integrated with third party/ legacy applications using the built-in integration tools.

(vii) The ERP Application should be able to generate report output directly in excel, PDF, text, XML, HTML or such other file types.

(viii) ERP Application should have ability to provide concise overview of parameters like configuration changes, infrastructure usage, performance, required maintenance activities, potential security issues, status of business flows and diagnostic test results.

(ix) ERP Application should provide performance statistics for the CPU/ Memory, database, Application servers.

(x) The ERP Application shall have in-built functionality to manage application software backups and restore with Source Control.

(xi) ERP Application/System should have tools for administration of configuration management, performance tuning, and capacity planning.

(xii) The ERP solution should support multiple levels of reporting including transactional reporting, analytical reporting among others. The ERP solution should come with inbuilt tools for data migration, upgrades among others.

(xiii) The ERP solution should have provision for handling reporting through on-line analytical processing tools.

(xiv) The ERP Solution should provide application development tools to support the continuous development/refinement of application.

(xv) The ERP solution should provide a robust set of communication and reporting tools and must be able to auto-trigger communication and easily integrate with emails/SMS gateways to users and partners as per business rules configured in the system.

(d) **Strategic requirements and business ecosystem:** The bidders are requested to provide the compliance and the characteristics of the proposed ERP solution which meet the following requirements:

(i) The ERP solution shall be implemented and maintained by Bidders without depending on the OEM where the solution has been provided by the vendor and should have at least one local partner in case of an international company for implementing and maintenance/support of ERP.

(ii) The ERP solution should be able to meet the specific statutory requirements on service tax and VAT among others and have the facility to provide these changes for localisation on a continuous basis.

(iii) The ERP Solution should be supplied with the customised source codes of the ERP solution. These Codes should be part of deliverable without any preconditions.

(iv) Where third party applications are integrated to achieve the proposed ERP solution, such SHALL CEDE all intellectual property and rights to the Client upon supply of the ERP. The respective codes shall also be delivered without pre-conditions.
(e) **Platform for future expansion**: The bidders are required to provide details on how the proposed ERP solution meets the following future requirements of KISE, with references:

(i) The need for an integrated platform with e-procurement system for public procurement and IFMIS as an integral part of the proposed ERP solution.

(ii) The need for an integrated platform with all other relevant systems that exist in KISE and the rest of Government.

7.1.5 **Outline of the technical proposal**

(a) The technical proposal should address how the ERP solution will be implemented to meet the requirements of KISE in line with the specifications in this TENDER DOCUMENT.

(b) The technical proposal should provide references of the customers in the public/private sectors where ERP solution of a comparable magnitude has been implemented by the bidder as a direct contractor and provide certificate of completion which KISE will validate.

(c) The bidder is required to furnish the following details in the Technical Proposal on the application support services in terms of:

- The list of services to be delivered during the maintenance period.
- The mechanisms to source and monitor the services.
- The escalation mechanisms and the structure for resolution of issues.
- The team structure and resource loading to deliver the services among others.
- The resource loading for on-site and remote services.
- The mechanisms and tools to monitor the SLAs.
- The mechanism for corrective actions.
- Minor developments as continuous improvements to facilitate kasneb to get maximum benefits out of the system.

(d) Mechanisms to institutionalise the knowledge centre for ERP support at KISE.

7.1.6 **Suggestions on the Draft Contract**

(a) A draft contract including the standard terms and all the other terms specific to the implementation of the ERP at KISE is included in annexure of this TENDER DOCUMENT. It is expected that the bidder will be able to execute this contract without any modifications, in case they are selected for doing so.

(b) However, the bidder is requested to indicate as per format Annexure, the changes the bidder desires to have and the reason for that. This is only a solicitation of suggestions for change and this must be done as part of clarifications/suggestions not later.

(c) However, it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process should be construed as any commitment from KISE to consider those suggestions.

(d) The bidder should not suggest any change to the contract that has financial or commercial implications during the execution of the contract and is against the basic spirit of procuring the services for implementation of the ERP Solution.

(e) The bidder is also requested not to base the financial proposal on the assumptions that the suggestions for changes to the draft contract will be accepted by KISE.

7.2 **Preparation of the Financial proposal**

7.2.1 **General Guidelines for the Financial proposal**

(a) The financial proposal will be signed by the authorised signatory of the bidder.

(b) Both the proposals for the ERP solution and the implementation services are expected to be costed for the complete requirements of KISE as per this TENDER DOCUMENT.

(c) No clauses for price fluctuations due to fluctuation of the currency against any of foreign currency will be accepted during the period of the contract.
(d) Must fill the Form of Tender in the Format provided in the Tender Document
(e) Must fill the Price Schedule in the Format provided in the Tender Document

7.2.2 **General Conditions for financial proposal**

(a) For the purpose of costing, the bidders are requested to take KISE Kasarani Campus in Nairobi as the project site.
(b) The bidder is required to bear the cost of movement/stay of its people from its office to the Project sites during the project.
(c) The bidder is required to bear the cost of infrastructure, laptops/desktops required by the project team of the bidders, during the implementation.
(d) The bidder is required to ensure that the costing covers all the costs such as cost of local travel, food and stay of the project team of the bidder.
(e) Expenses for all/senior executives of the bidder to attend the review meetings or meeting of the steering committee should be borne by the bidder.
(f) All the communication costs between the project team at the project sites and the company offices will be borne by the bidder.
(g) The bidder is expected to price fully in the financial proposal for all the services being provided by it to KISE. Any assumptions about possible future recovery of the under-priced items shall be at the risk of the bidder.
(h) The bidder should provide all prices, quantities as per the prescribed formats. The bidder should not leave any field blank. In case the field is not applicable, bidder must indicate —0‖ (zero) in all such fields.
(i) It is mandatory to provide breakdown of all taxes, duties and levies wherever applicable and/or payable.
(j) If, during the Contract Period, there is any change in the applicable Laws in Kenya with respect to taxes and duties quoted in the financial proposal which increases or decreases the cost incurred by the Bidder in performing the Services, then such payments, otherwise payable to the Bidder under this Contract shall be increased or decreased accordingly. Such increase or decrease in the contract shall be valid on the invoice submitted on or after the date of such changes brought into force only.
(k) KISE reserves the right to ask the bidder to submit proof of payment against any of the taxes, duties, levies indicated. Prices quoted in the bid must be firm and final and shall not be subject to any change.
(l) The Financial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable/payable should be indicated separately as Breakdown of Cost Components.
(m) Prices in any form or by any reason should not be revealed before opening the Financial Bid otherwise the offer shall be liable for rejection. If price change is envisaged due to any clarification, revised Bid in a separate sealed cover shall be submitted with prior written permission of KISE.

7.2.3 **Contents of the Financial Proposal for ERP solution**

(a) The financial proposal for the proposed ERP solution will cover all the elements or solution components proposed in for the ERP solution.
(b) The financial proposal will cover all the technical requirements, the functional specifications and the user base of KISE.
(c) All the separately and independently priced/licensed elements or modules of the ERP solution are priced separately.
(d) The charges for the annual technical services also should be clearly indicated in the financial proposal.
(e) As indicated earlier, KISE will have the right to procure the proposed ERP solution directly from the OEM. The financial proposal should clearly indicate the applicable taxes, if the ERP solution is bought directly from the OEM. It is also requested to indicate the applicable taxes if the ERP solution bought through the bidder.

(f) The payment terms for the ERP solution and the annual technical services should be part of the financial proposal.

7.2.4 Contents of the Financial Proposal for implementation services

(a) This is a fixed price project without any scope for varying the price during the contract period. The cost of any delay in execution of the project will be borne by the bidder.

(b) The quoted price must be detailed and must cover all the requirements of KISE and the terms and conditions laid out by KISE. The quoted price must be summarised as specified in this TENDER DOCUMENT.

(c) The bidder is required to provide the price under three separate headings, as given in the format for financial proposal.

(i) Price for Implementation including configuration and development, data migration among others as per the TENDER DOCUMENT, till “Usage ready” and completion of user adoption services after —complete deploymentll and one (1) year warranty.

(ii) Price for one-year support after the warranty period.

(iii) Price for second, third, fourth and fifth year of support.

Table 7.2.4: Payment terms for implementation services

<table>
<thead>
<tr>
<th>No.</th>
<th>Major activity/Milestone</th>
<th>Deliverable</th>
<th>% payment of the total project cost</th>
</tr>
</thead>
</table>
| 1.  | Project Preparation phase | ▪ Agreed and finalised project plan  
▪ Inception report  
▪ Core team training completion report  
▪ Team profile finalisation and mobilisation sign off | 5%                                  |
| 2.  | Business Design          | ▪ Master list of processes  
▪ —as-is process mapping & analysis—  
▪ To-be process & gap analysis report  
▪ Customisation requirement report  
▪ Master data structures  
▪ Change management requirement report & strategy  
▪ Business design blueprint sign off | 20%                                 |
| 3.  | Configuration, customization | ▪ Configuration document  
▪ Integration and interface specification  
▪ Authorisation, security and access control specification  
▪ Demonstration report | 55%                                  |
| 4.  | Training                 | ▪ Training requirement report  
▪ Training curriculum  
▪ Training schedule & completion report |                                    |
| 5.  | Integration Testing      | ▪ Unit test report, integration test report, full load, stress test report & sign-off  
▪ User acceptance protocol  
▪ Integration testing of ERP  
▪ System, user and other manuals |                                    |
| 6. | Audit and quality control | • Quality audit acceptance  
• System quality assurance undertaking  
• Action taken report |
| 7. | Data Migration | • Functional specifications for upload programs  
• Data migration methodology & completion report |
| 8. | Cut over and —user Ready/ preparation | • Functional help manual  
• Cut over strategy report  
• Back up strategy and Disaster Recovery Plan  
• Fail over system plan  
• Test Report |
| 9. | —user ready and support | • “Usage ready” Sign Off  
• Action taken report  
• Transition quality gate(s) sign-off |
| 10. | Operations and managed services | • Performance Evaluation report  
• SLA report  
• Action taken report  
• Transition plan  

### 7.3 Evaluation of Proposals

#### 7.3.1 Bid Opening

(a) The bids will be opened on the specified date, time and address in the presence of bidders’ representatives who have been authorised to attend the Bid opening sessions.

(b) In the event of the specified date of bid opening being declared a holiday for KISE the Bids shall be opened at the same time and location on the next working day.

(c) KISE will open the bids, even if the authorised representatives of the bidders abstain from these bid opening sessions.

(d) **Opening of Financial proposal** – The Financial bids of only those bidders who have scored more than the threshold points as prescribed in the Technical Evaluation process will be opened.

(e) The Financial bids of those who have scored less than the threshold points as prescribed will not be opened.

#### 7.3.2 Clarifications during bid evaluation

(a) Evaluations of bids will be only on the basis of information provided by the bidders in the proposals, or any additional information provided by the bidders before the closure of the bids.

(b) Evaluation of the bids will be done in the following sequence:
   (i) Scrutiny of Bid Security and adherence to general guidelines.
   (ii) Evaluation for eligibility.
   (iii) Evaluation of technical proposal for ERP solution.
   (iv) Evaluation of demonstration of the solution.
   (v) Evaluation of financial proposal.
   (vi) Due diligence.

#### 7.3.3 Scrutiny and assessment of eligibility

The following activities will be carried out as the first step in the bid evaluation process:

(a) Scrutiny of the bid security.

(b) Assessment of the eligibility against the conditions listed in the TENDER DOCUMENT and compliance of the responses.
7.3.4 **Presentation of the Proposal**

(a) KISE will invite bidders who have scored 65% and above at the technical evaluation stage to make a mandatory technical presentation of the proposed solution to KISE at a date, time and venue determined by KISE. The purpose of such presentations would be to allow the bidders to present their methodology, unique capabilities if any, the project structure, the quality of the project team among others. The presentation will account for 15% of the total technical score.

(b) The presentation of the Technical Proposal should be made by the proposed project manager of the bidder for this Project of KISE, with some of the key team members to support the project manager as part of the presentation team, instead of the sales representative or the senior executive of the organisation.

(c) The presentation of the technical proposal would also include the demonstration of the proposed ERP solution to highlight the technical requirements of KISE and to validate the specific technical specifications.

(d) The bidders are expected to bear the cost of travel or any other associated cost incurred for the purpose of making these presentations.

7.3.5 **Evaluation of tenders**

(a) Proposals will be evaluated by a Committee of Experts (the ―Committee‖) appointed by KISE. KISE or such other authority designated by KISE as the case is also referred to herein as the Committee of Experts (or ―Committee‖).

(b) KISE has the right to appoint any individual/organisation as an expert member of this committee as long as the particular person does not have any conflict of interest in the bidding/evaluation process.

(c) KISE has the right to share the contents of the proposals or bids with the experts or consultants appointed for the purpose of evaluation of the bids, as the case may be.

(d) Evaluations of bids will be only on the basis of information provided by the bidders in the proposals, or any additional information provided by the bidders against specific requests for clarifications sent by KISE during the evaluation process.

(e) The technical proposal will be evaluated based on the materials provided in the proposal by the bidders as against the general understanding of what they should be like to meet the requirements of the project.

(f) KISE reserves the right to cross verify the documents/ credentials of the bidder and related bodies before awarding the contract to the successful bidder.

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

(h) The Bidder(s) will be evaluated on LCBS (Least Cost Based Selection) System. The Lowest bidder out of those who would have attained the Technical Score of 80% and above shall be considered for award.

(i) The received tenders will be evaluated in six (6) stages as detailed below:
STAGE 1: COMPLIANCE WITH MANDATORY PRELIMINARY REQUIREMENTS

Table 7.3.5.1: Compliance with mandatory preliminary requirements

<table>
<thead>
<tr>
<th>No.</th>
<th>Requirement</th>
<th>Responsive (R) or Not Responsive (NR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MR1</td>
<td>Must Submit a copy of Certificate of Registration/Incorporation</td>
<td></td>
</tr>
<tr>
<td>MR2</td>
<td>Must Submit a copy of Valid/ Current Tax Compliance certificate</td>
<td></td>
</tr>
<tr>
<td>MR3</td>
<td>Must submit the last three years Audited financial Statements</td>
<td></td>
</tr>
<tr>
<td>MR4</td>
<td>Must submit a duly filled up Confidential Business Questionnaire in the format provided</td>
<td></td>
</tr>
<tr>
<td>MR5</td>
<td>Submit a bid bond/security from a reputable bank or an insurance company approved by PPRA</td>
<td></td>
</tr>
<tr>
<td>MR6</td>
<td>Power of attorney/ Authorisation Letter, Giving the name of person who should be signing the Bid, authorising him to submit/execute this agreement as a binding document</td>
<td></td>
</tr>
<tr>
<td>MR7</td>
<td>The Bidder must have successfully completed/undertaken a minimum of 3 similar projects in the past 10 years. At least Two (2) of these should be Government Institutions. The firm is required to provide completion certificates/Signed Contract Documents/LPOs/LSOs/Reference letters</td>
<td></td>
</tr>
<tr>
<td>MR8</td>
<td>Impact of litigation statement signed by Commissioner of Oaths. (As per template provided by KISE)</td>
<td></td>
</tr>
<tr>
<td>MR9</td>
<td>CR12 form issued by the Registrar of Companies.</td>
<td></td>
</tr>
<tr>
<td>MR10</td>
<td>Pagination/serialization/numbering of the tender document submitted (All pages)</td>
<td></td>
</tr>
<tr>
<td>M11</td>
<td>Certificate/letter of accreditation from ICT Authority or prequalification by Ministry of ICT.</td>
<td></td>
</tr>
</tbody>
</table>

At the stage above, tenderers submission will either be responsive or non-responsive. The non-responsive submissions will be eliminated from the entire evaluation process and will not be considered further. Tenders will therefore proceed to the technical evaluation stage only if they qualify in compliance at this stage.

STAGE 2: COMPLIANCE WITH MANDATORY TECHNICAL SPECIFICATIONS

Requirements will be evaluated on a yes/no basis as indicated on table 7.3.5.2 below. If a bidder fails in any of them, the bidder will not proceed to Stage 3.

Table 7.3.5.2: Criteria for evaluation of mandatory technical specifications

<table>
<thead>
<tr>
<th>No.</th>
<th>Mandatory Requirements</th>
<th>Bidder Response (YES/NO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Draft SLA attached in bid document</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Proposed solution is based on open Standards</td>
<td></td>
</tr>
</tbody>
</table>
3. The proposed solution covers all functional areas listed under chapter 2.

4. Proposed solution **MUST** have ability to interface with Banks, mobile money, KOHA and other existing systems

5. Proposed solution can support Extraction, Transformation and Loading of systems data with no or minimal programming effort

6. Valid Manufacturer authorisation letters from the proposed OEM/s/manufacturer confirming authorisation of the bidder to submit a bid (Exemptions will be made where the OEM manufacturer is the one bidding, though evidence will be expected)

7. System supports ODBC and/ multi database environment

8. Ability to scale in the future

9. Has an Inbuilt development/ customization tool

10. Easily customisable

11. Has an inbuilt workflow

12. Web enabled

13. Has an inbuilt backup and recovery

14. User logs and audit Trails

15. Real time and near real time transaction processing updates

16. Ability to define access privileges and rights as per business workflows

17. Centralised data management for all modules/subsystems

18. Secure access for system administrators

19. Compatibility with office suite

20. Ability to integrate with existing email service

21. Consistency in layout, color, fonts and other design features among all modules/subsystems

22. Online help system/manual

23. Should support a menu driven navigation with drag and drop where necessary

24. Single sign-on for all modules - a user signs once and has access to modules where she/he has rights

25. Transactions made in one module should be transparent to other modules

26. Customizable reports (standard document formats including excel, pdf)

27. Capture data once, access in all points

28. Should have executive dashboard for senior management and the Board

29. Every subsystem/module should have an analytic dashboard and the board

30. Consultant to Extract, transform (where necessary) and load all existing data from the current existing systems.

31. Bidder to provide initial one-year system support after commissioning. Further yearly renewal of this support may be required depending on the system uptake by end users and the ability of the internal ICT staff to handle the system.

32. 24X7 support for system to be offered by the bidder during the contract period

33. Compatibility with commercial off the shelf reporting writing tools such as crystal reports

34. Consultant to provide data dictionary and database design

35. documentation to facilitate preparation of ad-hoc reports

36. 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

37. Ability to schedule data export and imports
38. Multilevel approval of data capture and edits with the system (minimum 3)
39. New version release notes
40. Fix and patch notes
41. Backup manuals
42. Restore manuals
43. Archival Manual
44. System documentation - system structure schema, interface specifications, data/object/application descriptions
45. Ability to support different levels of drill down in report design and generation.
46. Ability to schedule report generation
47. System logs should clearly indicate the kind of log (warning, error,)
48. Access violations)
49. Ability to implement password policy as captured in the KISE ICT policy
50. Ability to support batch processing
51. Ability to support DHCP connection between the server and the client computers
52. Provide tools for managing and logging system configuration changes
53. A project closure document in soft copy and three printed copies is to be provided at the end of project
54. Various system variables such as performance indicators, system logs among others.
55. Ability to monitor system performance
56. System status notification
57. Multiplatform solution
58. Common approach to business process modeling and implementation
59. Notification, task assignments, document management, task scheduling.

STAGE 3: TECHNICAL SCORING (THE DETAILED ASPECTS OF THE ERP SOLUTION)
During this stage, the proposals shall be subjected to a thorough evaluation to check if they meet the technical requirements as captured in the bid documents. Bidders are advised to ensure that they clearly explain in their bid document how they meet the technical requirements. Bidders will also be required to conduct a demonstration of the proposed system.

TABLE 7.3.5.3: TECHNICAL EVALUATION CRITERIA

<table>
<thead>
<tr>
<th>A</th>
<th>TECHNICAL REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Proven Experience of the firm in projects of Similar magnitude</td>
</tr>
<tr>
<td></td>
<td>Proof of projects handled of similar nature and size with at least three (3) Institutions of Higher Learning; please attach copy of award letters, completion certificate or contract. Please indicate the amount of each project, time undertaken, completion status, clients’ contacts and any other information deemed necessary.</td>
</tr>
<tr>
<td></td>
<td>Above 3 - 8 points</td>
</tr>
<tr>
<td></td>
<td>Only 2 - 4 Points</td>
</tr>
<tr>
<td></td>
<td>Only 1 - 2 Points</td>
</tr>
<tr>
<td>A2</td>
<td>Human Resource: Staff qualifications and experience in relevant projects</td>
</tr>
</tbody>
</table>
Give company structure indicating clearly the rank and qualifications of the key personnel to be handling the assignment. Please attach CV and certificates of Key personnel. (Identifying own and subcontracted staff, detailing their experience of similar projects).

<table>
<thead>
<tr>
<th>Lead consultant</th>
</tr>
</thead>
<tbody>
<tr>
<td>The lead consultant has relevant first degree and relevant certifications in the relevant field - <strong>3 points</strong></td>
</tr>
</tbody>
</table>

**Relevant Experience**

<table>
<thead>
<tr>
<th>Position</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead consultant (Above ten years)</td>
<td>3</td>
</tr>
<tr>
<td>Lead consultant (Above five years)</td>
<td>2</td>
</tr>
<tr>
<td>Lead consultant (Above three years)</td>
<td>1</td>
</tr>
</tbody>
</table>

**Technical staff (Other 3 Proposed staff) highest qualification**

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>At least one of the staff a graduate with relevant degree</td>
<td>3</td>
</tr>
<tr>
<td>or with High National Diploma</td>
<td>2</td>
</tr>
<tr>
<td>or with Ordinary Diploma</td>
<td>1</td>
</tr>
</tbody>
</table>

**A3 Compliance with the required scope of ERP (Technical quality of the proposed solution)**

<table>
<thead>
<tr>
<th>Expected Module</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated Financial Management Module</td>
<td></td>
</tr>
<tr>
<td>General Ledger</td>
<td>2</td>
</tr>
<tr>
<td>Students Finance</td>
<td>2</td>
</tr>
<tr>
<td>Income Generating Activities (IGA)</td>
<td>2</td>
</tr>
<tr>
<td>Fixed Assets</td>
<td>2</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>2</td>
</tr>
<tr>
<td>Imprest Management</td>
<td>2</td>
</tr>
<tr>
<td>Cash Office Module</td>
<td>2</td>
</tr>
<tr>
<td>Bank Reconciliation</td>
<td>2</td>
</tr>
<tr>
<td>Budgeting And Planning Module</td>
<td>2</td>
</tr>
<tr>
<td>Procurement, Stores &amp; Inventory Management</td>
<td></td>
</tr>
<tr>
<td>Procurement</td>
<td>2</td>
</tr>
<tr>
<td>Stores And Inventory Management</td>
<td>2</td>
</tr>
<tr>
<td>Hostels Management</td>
<td>2</td>
</tr>
<tr>
<td>Academic And Student Management Module</td>
<td></td>
</tr>
<tr>
<td>Admissions And Registration</td>
<td>2</td>
</tr>
<tr>
<td>Academic and Examination</td>
<td>2</td>
</tr>
<tr>
<td>Time Tabling Module</td>
<td>2</td>
</tr>
<tr>
<td>Students Portal</td>
<td>2</td>
</tr>
<tr>
<td>Human Resources Management And Staff Portal</td>
<td></td>
</tr>
<tr>
<td>Payroll Module</td>
<td>2</td>
</tr>
<tr>
<td>Staff Portal</td>
<td>3</td>
</tr>
<tr>
<td>Internal and External Part-Timers</td>
<td>2</td>
</tr>
<tr>
<td>Students Meals Control System</td>
<td>2</td>
</tr>
<tr>
<td>Fleet Management</td>
<td>2</td>
</tr>
<tr>
<td>Hotel and Conference Facilities Management</td>
<td>2</td>
</tr>
<tr>
<td>Document Management System</td>
<td>3</td>
</tr>
<tr>
<td>Integration with bank and mobile money</td>
<td>2</td>
</tr>
</tbody>
</table>
### Work plan and Methodology

<table>
<thead>
<tr>
<th>Ability of the tenderer’s proposed team to demonstrate that:</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. They have a full understanding of the Institute’s requirements</td>
<td>2 points</td>
</tr>
<tr>
<td>2. The purpose and use of the system has been clearly identified with the Institute</td>
<td>2 points</td>
</tr>
<tr>
<td>3. Clear evidence of Quality Control and Professional Standards adhered</td>
<td>2 points</td>
</tr>
<tr>
<td>4. Overall work plan presentation &amp; methodology project plan to include time frames, deliverables, milestones manpower requirements etc.</td>
<td>2 points</td>
</tr>
</tbody>
</table>

### Financial Stability

<table>
<thead>
<tr>
<th>Evidence of profit making in the attached 3 years audited reports – (2 points per year)</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value of Business the Firm has handled at once (Attach evidence):</td>
<td></td>
</tr>
<tr>
<td>Less than; Kshs.5,000,000.00 - 1 Point</td>
<td></td>
</tr>
<tr>
<td>Kshs.5,000,001.00-10,000,000.00 - 2 Points</td>
<td></td>
</tr>
<tr>
<td>Above 10,000,000 - 4 Points</td>
<td></td>
</tr>
</tbody>
</table>

Grand Total | 85

---

**STAGE 4. DEMONSTRATION OF THE PROPOSED SOLUTION (20 MARKS)**

Note: Demonstration will only be for firms which have scored 65 marks and above of the Technical scores above and is expected to last 2-3 hours at the client’s convenience.

<table>
<thead>
<tr>
<th>Demonstration of the system</th>
<th>The technical demonstration of the proposed system will be conducted based on the following criteria:-</th>
<th>15</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Demonstration of the functional and technical capabilities of the system and how it meets the requirements of the Commission.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• User friendliness of the system and ease of navigation across different functional aspects of the system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Capability of the system to manage work flows</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Reporting capability of the system with dummy reports and a demonstration of ease of creating reports on user defined criteria</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• System security and user management and administration</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Scalability</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Integration capability</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Demonstration may include site visit to the clients indicated in the reference.</td>
<td></td>
</tr>
</tbody>
</table>

Total | 100

Bidders who score 80% and above in Stage 3 will be deemed to be technically responsive and will qualify to be evaluated for financial responsiveness.

---

**STAGE 5: THE FINANCIAL EVALUATION**

Only financial bids of Bidders who have technically qualified shall be opened for further evaluation. Bidders are required to clearly show how they have arrived at the final figure of the project cost. Therefore, Bidders are expected to provide definitions, metrics, unit and total cost of each item in the financial bid.
TABLE 7.3.5.4 below in conjunction with clause 7.2 is to be used as a guide in preparing the financial bid:

<table>
<thead>
<tr>
<th>No.</th>
<th>Item</th>
<th>Metrics used</th>
<th>Unit cost</th>
<th>Total cost (Inclusive of all applicable costs and taxes) (Ksh.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Project preparation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Business design</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Setup, configuration and customization by Item:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Financial Management Module</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Procurement, stores and inventory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Hostels Management Module</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Academic and Student Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Human Resource Management and Staff Portal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Students Meals Control</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Fleet Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Hotel and Conference Facilities Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Document Management System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Integration with 3rd Party Applications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Nonfunctional requirements (where applicable)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Licensing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>System testing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Data migration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Documentation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>System commissioning</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>User support</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

STAGE 6: RANKING OF THE BIDDERS
The evaluation of the responsive bids will take into account the Bidder’s capacity to deliver service in addition to financial responsiveness. Thereafter the bidders who have scored 80% and above at the Technical evaluation stage will be ranked based on the total amounts quoted in their financials proposals. The bid with the Lowest Financial Proposal amount will be considered to be the most responsive and will be eligible for a site visit.

STAGE 7: DUE-DILIGENCE
Due-diligence may be conducted on the bidder who will have emerged the winner. In case the report is not positive the next most responsive bidders may be considered for due diligence in order of ranking as appropriate.

7.4 Calculation of the value of the financial proposal
(i) The summation of the values provided in the Format for financial response will be the value of the financial proposal of the particular bidder.
(ii) Each element in this Format is expected to be the summation of each of the tables provided for breakdown of the respective price elements.

(iii) The values provided in the break down forms will be used for contracting purpose and for addressing any changes to the scope of work during the period of contract.

(iv) Reconciliation between the financial proposal tables: if there are discrepancies between the figures in the different tables of the financial proposals, reconciliation/correction will be done using the following method:

- If any of the elements in the main response format is higher than the summation of the corresponding forms for break up, the lower value in the corresponding table will be used for contracting.
- If any of the element in response form is lower than the summation of the breakdown forms, the value provided in the response form will be used for contracting and the bidder will be required to readjust the price of different elements of the corresponding table, to reflect the value provided in response form which was used in evaluating the value of the bid.

7.5 Correction of errors

(i) Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted price will be entertained after the proposals are opened. All corrections, if any, should be performed before submission, failing which the figures for such items may not be considered.

(ii) Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the overall proposal price shall govern.

7.6 Negotiation with the ERP solution OEM and signing the contract

i. KISE will select the ERP solution proposed by the successful bidder for ERP implementation services.

ii. KISE will have the rights to negotiate with the ERP solution OEM and sign a contract directly with the ERP solution OEM, for the supply of ERP solution.

iii. If the commercial negotiation with the ERP solution OEM fails, or the ERP solution OEM refuses to sign the contract to supply the ERP solution directly, KISE will have the right to nullify the complete bid process, without getting into contract with the successful bidder for ERP implementation services.

7.7 Notification of Award and signing the contract

(i) KISE reserves the right to negotiate with the bidder whose proposal for ERP implementation services has been ranked as successful bidder by the committee on the basis of price quoted in the financial proposal and also the other commercial terms and conditions furnished in the Technical proposal.

(ii) Award of contract for the project: After the completion of the bid evaluation process and determination of the successful bidder, and completion of the negotiations if any, as listed in the TENDER DOCUMENT, a Letter of Award (the —LOA) shall be issued, in duplicate, by KISE to the successful bidder and the successful bidder shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the successful bidder is not received by the stipulated date, KISE may, unless it consents to extension of time for submission thereof, cancel the LOA and the next highest ranking bidder may be considered.

(iii) The notification of award or the issue of LOA will not constitute the formation of the contract.
(iv) The successful bidder who has been issued with a LOA is expected to furnish a Performance Guarantee (PG) for an amount which is 10% of the contract value. This Performance Guarantee has to be from any of the state banks or Nationalized Bank which is authorised to do business with Government or a Private Bank or Insurance companies approved by PPRA.

(v) The contract between the successful bidder and KISE will come into force only upon the bidder furnishing the Performance Guarantee as per conditions laid out in this TENDER DOCUMENT and KISE signing the contract with the successful bidder.

(vi) If the successful bidder fails to furnish the Performance Guarantee, within the specified period and subject to specified conditions, KISE has the right to withdraw the notification of award/LOA.

(vii) If the successful bidder tries to alter the Financial proposal or the Technical Proposals, with something which were not part of the proposals and which are in variance with the basic spirit and letters of the proposals, while signing the contract, has the right to withdraw the notification of award and the bidder will forgo the bid security furnished during the bidding process.

(viii) If the successful bidder fails to get into a contract with KISE as per the Financial proposal and the Technical Proposal submitted against this TENDER DOCUMENT, and all the commitments made during the evaluation process, has the right to withdraw the notification of award and the bidder will forgo the bid security furnished during the bidding process.

(ix) Failure of the successful bidder to agree with the Terms and Conditions of the TENDER DOCUMENT, the terms as put forward by KISE and/or the failure to present the Performance Guarantee within the stipulated period and/or non-fulfilment of the condition of executing a contract by the successful bidder shall constitute sufficient grounds for the annulment of the award, and forfeiture of bid security.

(x) Expenses for the Contract-The incidental expenses of execution of agreement/contract shall be borne by the successful bidder.

(xi) Commencement of Assignment: The BIDDER shall commence the project within fifteen days of the date of the Agreement, or such other date as may be mutually agreed. If the BIDDER fails to commence the assignment as specified herein, KISE may invite the next responsive bidders ranked in order of priority as appropriate for negotiations. In such an event, the LOA or the Agreement, as the case may be, may be cancelled/terminated.

7.8 Performance Guarantee

(i) The successful bidder shall at their own expenses deposit with KISE along with agreement, an unconditional and irrevocable Performance Guarantee (PB) to KISE payable on demand, for the due performance and fulfilment of the contract(s) by the bidder.

(ii) This Performance Guarantee will be for an amount equivalent to 10% of value of the contract(s). All incidental charges whatsoever such as premium, commission among others. with respect to the performance guarantee shall be borne by the bidder.

(iii) The Performance Guarantee shall be valid till 3 months after the completion of the support and maintenance period.

(iv) Subject to the terms and conditions in the Performance Guarantee, at the end of support and maintenance period, the Performance Guarantee will lapse. The Performance Guarantee may be discharged/returned by KISE upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance guarantee.

(v) In the event of the bidder being unable to service the contract(s) for whatever reason, KISE would invoke the PG. Notwithstanding and without prejudice to any rights whatsoever of KISE under the contract in the matter, the proceeds of the PG shall be payable to KISE as compensation for any loss resulting from the bidder’s failure to perform/comply with its obligations under the contract. KISE shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.
(vi) KISE shall also be entitled to make recoveries from the bidder’s bills, Performance Guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

Please note that:

The **Form of Tender** and **Price Schedule** to be filled and submitted in separate Envelopes Marked Financial Proposal and marked with tender number **TENDER NO. KISE/RFP002/2019-2020: SUPPLY, DEPLOYMENT, COMMISSIONING AND SUPPORT OF AN ERP SYSTEM**.

The name of the company to be stated at the front top right on the envelope.
SECTION VIII: STANDARD FORMS

Notes on the standard Forms

1. Form of Tender - The form of Tender must be completed by the Tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representatives of the Tenderer.

2. Price Schedule Form - The price schedule form must similarly be completed and submitted with the tender.

3. Contract Form - The contract form shall not be completed by the Tenderer at the time of submitting the tender. The contract form shall be completed after contract award and should incorporate the accepted contract price.

4. Confidential Business Questionnaire Form - This form must be completed by the Tenderer and submitted with the tender documents.

5. Tender Security Form - When required by the tender document the Tenderer shall provide the tender security either in the form included hereinafter or in another format acceptable to the procuring entity.

6. Performance security Form - The performance security form should not be completed by the Tenderer at the time of tender preparation. Only the successful Tenderer will be required to provide performance security in the form provided herein or in another form acceptable to the procuring entity.

7. Letter of Notification of Award – The letter shall be written to the successful bidder

8. KISE FORM 3: Client Reference Form – The form should the duly filled and submitted by at least five (5) firms.

9. Anti-Corruption Declaration - This form must be completed by the Tenderer and submitted with the tender documents.
FORM OF TENDER

Date:------------------- 2020

TENDER NO. KISE/RFP002/2019-2020
SUPPLY, DEPLOYMENT, COMMISSIONING AND SUPPORT OF AN ERP SYSTEM

To: DIRECTOR
KISE
P. O. Box 48413-00100
NAIROBI.

Gentlemen and/or Ladies:

Having examined the tender documents including Addenda No. _____, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for _______ in conformity with the said tender documents for the Grand Total Contract sum of shillings_______ as total Cost for Supply, Deployment, Commissioning and Support of an ERP System (total tender amount in words and figures) in accordance with the Schedule of Prices/Schedule of Requirements attached herewith and made part of this Tender.

We undertake, if our Tender is accepted, to provide the services of Supplying, Deploying, Commissioning and Supporting an ERP System in accordance with the Specifications specified in the Schedule of Requirements and details of the services to be sourced and monitored by the service provider.

If our Tender is accepted, we will obtain the guarantee of a bank in a sum equivalent to ________ percent of the contract price for the due performance of the contract in the format prescribed by KISE.

We agree to abide by this tender for a period of one hundred and twenty (120) days from the date fixed for tender opening of the Instructions to Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us subject to signing of the contract by the parties.

We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this ______________ day of ______________ 2019.

________________________________________
(Signature) ________________________________
(In the capacity of)

Duly authorised to sign tender for and on behalf of ____________________________
PRICE SCHEDULES
Only financial proposals of Bidders who have technically qualified shall be opened for further evaluation. Bidders are required to clearly show how they have arrived at the final figure of the project cost. Therefore, Bidders are expected to provide definitions, metrics, unit and total cost of each item in the financial bid.

The table below is to be used as a guide in preparing the financial bid:

<table>
<thead>
<tr>
<th>Item</th>
<th>Metrics used</th>
<th>Unit cost</th>
<th>Total cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project preparation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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CONTRACT FORM

THIS AGREEMENT is made the day of __________ 2020 between KISE of P. O. Box 48413-00100 NAIROBI of the one part and ____________ (name of Tenderer) of P.O. Box ……………….. (City and country of Tenderer) hereinafter called — the Tenderer) of the other part;

WHEREAS KISE invited tenders for Supply, Deployment, Commissioning and Support of an ERP System and has accepted a tender by the Tenderer for the provision of the services in the Grand Total Contract Sum of......................... (Contract price in words and figures) (Hereinafter called — the Contract Price).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to:

2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:
   (a) The Tender form
   (b) Price Schedule form
   (c) Schedule of Requirements
   (d) Details of ERP System
   (e) General Conditions of Contract
   (f) Special Conditions of Contract
   (g) Technical Specifications
   (h) KISE’s Notification of Award
   (i) Letter of Acceptance
   (j) Financial Proposal Document

3. In consideration of the payments to be made by KISE to the Tenderer as hereinafter mentioned, the Tenderer hereby covenants with KISE to provide the services as an administrator of KISE ERP and to remedy defects therein in conformity in all respects with the provisions of the contract.

4. KISE hereby covenants to pay the Tenderer in consideration of the provisions of the services and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

For KISE
Signature: ______________________
Name: _______________________
Date: _______________________

For Tenderer
Signature: _____________________
Name: _________________________
Date: _________________________

In the presence of:
Signature: _____________________
Date: _________________________

Name: _________________________
CONFIDENTIAL BUSINESS QUESTIONNAIRE

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

A Tenderer who gives false information will be disqualified.

Part 1 – General:

Business Name

(Attach copy of certificate of Incorporation or Registration Certificate)

Location of Business

Plot No.---------- Street/Road--------------- Postal Address-------------

Tel.No---------- Email Address ----------- Nature of Business-----------

Current Trade License No.----------------- Expiry date------------------

PIN No. ---------------- VAT No.-----------------------------

Attach copy of pin Certificate and copy of VAT certificate

Maximum value of business you can handle at any one time: Sh. -------------

Name of your bankers--------------------------- Branch----------------------

Part 2 (a) – Sole Proprietors

Your name in full

---

Nationality; (State whether Kenyan or Non Kenyan) -------------

Part 2(b) – Partnership:

Give names of partners as follows:

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<th>Name</th>
<th>PIN No.</th>
<th>Nationality</th>
<th>Shares</th>
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Part 2(c) – Registered Company

Private or Public

Give Details of all Directors as follows:

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<th>Name</th>
<th>PIN No.</th>
<th>Nationality</th>
<th>Shares</th>
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Signed ---------------- Date ------------------

(Authorised signatory of the firm)
TENDER SECURITY FORM

Whereas __________ (name of the Tenderer) __________ (hereinafter called —the Tenderer) has submitted its tender dated _________ for the provision of _______ KNOW ALL PEOPLE by these presents that WE ___________ of __________ having our registered office at ______________ (hereinafter called —the Bank) are bound unto KISE in the sum of ___________ for which payment well and truly to be made to the said KISE, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this __________day of __________2019.

THE CONDITIONS of this obligation are:-

1. If the Tenderer withdraws its Tender during the period of tender validity specified by the Tenderer on the Tender form; or

2. If the Tenderer, having been notified of the acceptance of its Tender by KISE during the period of tender validity fails or refuses to execute the Contract form if required; or fails or refuses to furnish the performance security in accordance with the Instructions to Tenderers;

We undertake to pay to KISE up to the above amount upon receipt of its first written demand, without KISE having to substantiate its demand, provided that in its Demand KISE will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This tender guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

_________________________________________________
(Seal and signature of the bank)

(Amend accordingly if provided by Insurance Company)
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 of …..20….in the matter of Tender No……..of …..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.

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

2.

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
LETTER OF NOTIFICATION OF AWARD

DIRECTOR
KISE
P.O. Box 48413-00100
NAIROBI

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)

________________________________________________________________________
FORM 3: CLIENT REFERENCE FORM

Name of the ERP Provider………………………………………………………………………………………………………………………..

Name and address of the (Client/Organization)………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………………

ERP Systems Supplied…………………………………………………………………………………………………………………………………………...

Performance Evaluation

(The organization to indicate their ERP Provider rating by ticking the appropriate box)

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<th>No.</th>
<th>How do you rate the performance of the ERP Provider as per their responsiveness to the following:-</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
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<td>Financial Management Module</td>
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<td>Procurement, stores and inventory</td>
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<td>Hostels Management Module</td>
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<td>Academic and Student Management</td>
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<td>Human Resource Management and Staff Portal</td>
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<td>Students Meals Control</td>
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<td>Fleet Management</td>
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<td>Hotel and Conference Facilities Management</td>
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<td>Document Management System</td>
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<td>10.</td>
<td>Integration with 3rd Party Applications</td>
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Declaration

We confirm that the above firm (ERP Provider) is currently engaged to handle our ERP System as a ……………………………………………………………………………………………………………………………………………………………………………………………………………

Name of authorised signatory ………………………………………………………………

Title…………………………………………………………………………………………

Signature……………………………………………………………………………………

Date…………………………………………………………………………………………

Telephone contacts:…………………………………………………………………………

Email Address………………………………………………………………………………

Official stamp of the organization…………………………………………………..

(ATTACH WRITTEN VERIFIABLE DOCUMENTARY EVIDENCE)
ANTI-CORRUPTION DECLARATION

We (insert the name of the company/supplier)………………………………………… declare and guarantees that no offer, gift or payment consideration or benefit of any kind, which constitutes an illegal or corrupt practice, has been or will be made to anyone by our organization or agent, either directly or indirectly, as an inducement or reward for the award or execution of this procurement.

In the event the above is contravened we accept that the following to apply:

(a) The person shall be disqualified from entering into a contract for the procurement

(b) If a contract has already been entered into with the person, the contract shall be voidable at the option of KISE.

(c) The voiding of a contract by the procuring entity under subsection (b) does not limit any other legal remedy that KISE may have.

Name……………………………………………………Signature…………………………Date…………………………

Company Seal/Business Stamp
ANTI-FRAUDULENT PRACTICE DECLARATION

We (insert the name of the company/supplier) declares and guarantees that no person in our organization has or will be involved in a fraudulent practice in any procurement proceeding.

Name………………………………………………….. Signature……………………………..Date……………………………..
Company Seal/Business Stamp

NON-DEBARMENT DECLARATION

We (insert the name of the company/supplier) declares and guarantees that no director or any person who has any controlling interest in our organization has been debarred from participating in a procurement proceeding.

Name………………………………………………….. Signature……………………………..Date……………………………..
Company Seal/Business Stamp
PERFORMANCE SECURITY FORM

To: …………………………….
[Name of procuring entity]

WHEREAS …………… [name of tenderer] (Hereinafter called —the tendererII) has undertaken, in pursuance of Contract No. [reference number of the contract] dated to provided ………………….[description of insurance services] (Hereinafter called —the ContractII) 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 a sum specified therein as security for compliance with the Tenderer’s performance obligations in accordance with the Contract

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 words and figures], 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 of money 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 of financial institution]

[Address]

[Date]

(Amend accordingly if provided by Insurance Company)
QUALIFICATION INFORMATION

a) Individual Tenderers or Individual Members of Joint Ventures Constitution or legal status of tenderer (attach copy or Incorporation Certificate);
Place of registration: ______________________________
Principal place of business: ______________________________
Power of attorney of signatory of tender: ____________________________

b) Total annual volume of consultancy services performed in the last five years

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<th>Year</th>
<th>Volume</th>
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c) Work performed as Main Consultant on services of a similar nature and volume over the last five years. Also list details of work under way or committed, including expected completion date.

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<thead>
<tr>
<th>Project name</th>
<th>Name of client and Contact person</th>
<th>Type of work performed and year of completion</th>
<th>Value of contract (Kshs)</th>
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d) Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data.

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<th>Position</th>
<th>Name</th>
<th>Years of experience (general)</th>
<th>Years of experience in proposed position</th>
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e) Financial reports for the last five years: balance sheets, profit and loss statements, auditor’s reports, etc. List below and attach copies.

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f) Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of supportive documents.

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g) Name, address and telephone, telex and facsimile numbers of banks that may provide reference if contacted by the Employer.

________________________________________________________

________________________________________________________

h) Litigation and arbitration history (attach affidavit)

________________________________________________________

________________________________________________________

i) Proposed program (work method and schedule) for the whole of the assignment.

Joint Ventures

1. The information required for the bidder shall be provided for each partner as if they were bidding separately for this tender.

2. The information required in the Qualification Form above shall be provided for the joint venture.

3. Attach the power of attorney of the signatory(ies) of the tender authorizing signature of the tender on behalf of the joint venture.

4. Attach the Agreement among all partners of the joint venture (and which is legally binding on all partners), which shows that:

   (a) All partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;

   (b) One of the partners will be nominated as being in charge, authorized to incur liabilities and receive instructions for and on behalf of any and all partners of the joint venture; and

   (c) The execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.
TENDER QUESTIONNAIRE

Please fill in block letters.

Full names of tenderer

........................................................................................................................................

Full address of tenderer to which tender correspondence is to be sent (unless an agent has been appointed below)

........................................................................................................................................

Telephone number(s) of tenderer

........................................................................................................................................

Email address of tenderer

........................................................................................................................................

Name of tenderer’s representative to be contacted on matters of the tender during the tender period

........................................................................................................................................

Details of tenderer’s nominated agent (if any) to receive tender notices. This is essential if the tenderer does not have his registered address in Kenya (name, address, telephone, telex)

........................................................................................................................................

........................................................................................................................................

_____________________

Signature of Tenderer


Make copy and deliver to: ____________________ (Name of Employer)