GARISSA UNIVERSITY COLLEGE

(A Constituent College of Moi University)

P. O. Box 1801-70100, Garissa, Kenya

REQUEST FOR PROPOSALS (RFP)

REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, DELIVERY, INSTALLATION, TRAININIG TESTING & COMMISSIONING OF AN ENTERPRISE RESOURSE PLANNING

RFP NO: GUC/ERP/002/2016-2017

NOTICE DATE:	**23rd November, 2016**
CLOSING DATE:	**6th December, 2016**
TIME:	**10.30 AM**

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SECTION 1- LETTER OF INVITATION

Dear Sir/Madam

RE: **REQUEST FOR PROPOSAL (FRF) FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING & COMMISSIONING OF AN INTEGRATED INFORMATION MANAGEMENT SYSTEM:** **RFP NO: GUC/ ERP/002/2016-2017**

1.1   Garissa University College {GUC} invites sealed proposals from eligible and competent Bidders / Consultants for Supply, Delivery, Installation, Training, Testing & Commissioning of an Integrated Financial Information Management System for the University.

The detailed scope of the services is in the Terms of reference and Guiding Principles.

1.2   The request for proposals (RFP) includes the following documents:

- Section 1 - Letter of Invitation
- Section II – Information to Consultants/ Appendix Information to Consultants
- Section III – Terms of Reference and Guiding Principles
- Section IV- Technical Proposals
- Section V - Financial Proposals
- Section VI – Standard Contract Form

Principal

Garissa University College

SECTION II – INFORMATION TO CONSULTANTS (ITC)

2.1. Introduction

2.1.1 GUC will select a firm among those invited to submit proposals in accordance with the standard guidelines and the method of selection as detailed in the Appendix "ITC".

2.1.2 The consultants are invited to submit Technical Proposal and Financial Proposals as specified in the Appendix "ITC".

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

2.1.4 Garissa University College will provide the inputs specified in the Terms of Reference, which will assist the firm in obtaining licenses and permits needed to carry out the services and make available relevant project data and reports.

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

2.1.6 Garissa University College employees, committee members, council members and their relatives (spouse and children) are not eligible to participate.

2.1.7 A complete tender document may be obtained by interested candidates upon payment of a non- refundable fee of **Ksh.1,000.00** in the University College's KCB Bank A/c No. 1136134514, Garissa Branch; or the document can be downloaded free of charge from the website www.garissauniversity.ac.ke

2.1.8 Garissa University College shall allow the tenderer to review the tender document free of charge before purchase.

2.2 Clarification and Amendment of RFP Document

2.2.1 Consultants may request a clarification of any of the RFP documents only up to seven (7) days before the proposal submission date. Any request for clarification must be sent in writing by paper mail, cable, facsimile or electronic mail to GUC's address indicated in the Appendix 'ITC'. GUC will respond by cable, facsimile, or electronic mail to such requests and will send written copies of the response (including an explanation of the

query but without identifying the source of inquiry) to all invited consultants who intend to submit proposals.

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

2.3 Preparation of Technical Proposal

2.3.1 The Consultant's proposals shall be written in English language.

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

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

(i) If a firm considers that it does not have the expertise for the assignment, it may obtain full range of expertise by associating with individual consultant(s) and /or other firms or entities in a joint venture or sub-consultancy as appropriate.
<u>Note</u>: *Consultant/Bidders shall not associate with the other consultants participating in this assignment. Any firms/Bidders associating in contravention of this requirement shall automatically be disqualified;*

(ii) For assignment on the staff-time basis, the estimated number of professional staff-time is given in the appendix. The proposal shall however be based on the number of professional staff-time estimated by the firm.

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

(iv) Proposed professional staff must have a minimum requirement and experience as indicated in appendix "ITC", preferably working under conditions similar to those prevailing in Kenya.

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

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

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

    (ii)   Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by GUC.

    (iii)   A description of the methodology and work plan for performing the assignment.

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

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

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

    (vii)   A detailed description of the proposed methodology, staffing and monitoring of training, if Appendix "ITC" specifies training as major component of the assignment.

    (viii)   Any additional information requested in Appendix "ITC".

2.3.5 The Technical Proposal shall not include any financial information.

2.4. Preparation of Financial Proposal

2.4.1 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow standard form as indicated in section V and list all cost of associated with the assignments including:

(a) Remuneration for staff (in the field and at headquarters), and;

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

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

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

2.4.4 Commissions and gratuities, if any, paid by the bidder/consultants and related to the assignments will be listed in the Financial Proposal submission Form.

2.4.5 The Proposal must remain valid for 90 days after the submission date. During this period, the consultant/Bidder is expected to keep available, at his own cost, the professional staff proposed for the assignment. GUC will make his best effort to complete negotiations within this period. If GUC wishes to extend the validity period of the proposals, the consultants shall agree to the extension.

2.5 Submission, Receipt, and Opening of Proposals

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

2.5.2 For each proposal, the consultants shall prepare **TWO (2) COPIES** of each document. The **Technical Proposal** and **Financial Proposal** shall be marked

"**ORIGINAL**" or "**COPY**" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original shall govern as indicated in Appendix "ITC".

2.5.3 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "**TECHNICAL PROPOSAL**", and the original and all copies of the Financial Proposal in a sealed envelope clearly marked "**FINANCIAL PROPOSAL**" and warning: "**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**". Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the appendix "ITC" and shall be clearly marked**, "DO NOT OPEN, EXCEPT IN PRESENCE OF THE OPENING COMMITTEE."**

<u>NB</u>
Bidders are advised not to mix the Technical Bid with the Financial Bid. Bidders submitting a combined tender Proposal comprising of both the Technical & Financial Bids SHALL be treated as NOT RESPONSIVE & hence automatically disqualified

2.5.4 The completed **Technical** and **Financial Proposal** must be delivered at the submission address **on or before the time and date** stated in the **Appendix"ITC".** Any proposal received after the closing time shall be returned to the respective consultant unopened.

2.5.5 After the deadline for submission of proposals, the **Technical Proposal** shall be opened immediately by the opening committee in the **Administration Block's Senate Chamber & in presence of Bidders/Bidders' Representatives who may choose to attend.***The Financial Proposal shall remain sealed and deposited with a responsible officer of GUC up to the time for public opening of financial proposals*.

2.6   Proposal Evaluation General

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

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

2.7 Evaluation of Technical Proposal

2.7.1 The evaluation committee appointed by GUC shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria as indicated in Clause **2.13.16**

2.7.2 Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms Reference or if it fails to achieve the minimum technical score indicated in the Appendix "ITC".

2.8 Public Opening and Evaluation of Financial Proposal

2.8.1 After Technical proposal evaluation, GUC shall notify those consultants whose proposals did not meet the minimum qualifying mark or were considered non-responsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned after completing the selection process. GUC shall simultaneously notify the consultants who have secured the minimum qualifying mark, indicating the time and date set for the opening of the Financial Proposals and stating that the opening ceremony is open to those who choose to attend. The opening date shall not be sooner than seven (7) days after the notification date. The notification may be sent through registered letter, cable, facsimile or electronic mail.

2.8.2 The Financial Proposals shall be opened publicly in the presence of consultant's representatives who choose to attend. The name of the consultant, the technical scores and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. GUC shall prepare minutes of the public opening.

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

2.8.3 While comparing proposal prices between local and foreign firms participating in the selection process in financial evaluation of proposals, firms incorporated in Kenya where indigenous Kenyans own 51% or more of the share capital shall be allowed a 10% preferential bias in proposal prices. However, there shall be no such preference in the technical evaluation of the tenders. Proof of local incorporation and citizenship shall be required before the provisions of this

sub-clause are applied. Details of such proof shall be attached by the consultant in the Financial Proposal.

2.8.4 The formulae for determining the financial score (Sf) shall, unless an alternative formulae is indicated in the Appendix "ITC", be as follows;-

S_f = 100× FM/F where S_f is the financial score; Fm is the lowest priced financial proposal and F is the price of the proposal under consideration. Proposals will be ranked according to their combined technical (S_t) and financial (S_f) scores using the weights (T= the weight given to the technical proposal: P = the weight given to the Financial Proposal; T + P = 1) indicated in the Appendix "ITC". The combined technical and financial score, S_c, is calculated as follows:

S_c= S_t ×T% + S_f×P%. The firm achieving the highest combined technical and financial score will be invited for negotiations.

2.8.5 The tender evaluation committee shall evaluate the tender within 15 days from the date of opening the tender.

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

2.8.7 Where contract price variation is allowed, the variation rate will be negotiable but shall not exceed 10% of the original contract value.

2.9   Negotiations

2.9.1 Negotiations will be held at Garissa University College, Main campus, off Kismayu Road or as indicated in the Appendix "ITC". The aim of this negotiation is to reach an agreement on all points and sign a contract.

2.9.2 Negotiations will include a discussion of the Technical Proposal, the proposed Methodology (work plan), staffing and any suggestions made by the firm to improve the Terms of Reference. GUC and the firm will then work out final Terms of Reference, staffing and bar charts indicating activities, staff periods in the field and in the head office, staff-months, logistics and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the "Description of Services" and form part of the contract.

Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from GUC to ensure satisfactory implementation of the assignment.

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

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

2.9.5   The negotiations will conclude with a review of the draft form of the Contract. If negotiations fail, GUC will invite the firm whose proposal received the second highest score to negotiate a contract.

2.9.6   GUC shall appoint a team for the purpose of the negotiations.

2.9.7 Award of Contract

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

2.9.9   The selected firm is expected to commence the assignment on the date and at the location specified in appendix "ITC"

2.9.10 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.

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

2.9.12 GUC shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.9.13 To qualify for contract award, the tenderer shall have the following:

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

(b) Legal capacity to enter into a contract for procurement;

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

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

2.10 Confidentiality

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

2.11 Corrupt or Fraudulent practices

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

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

2.11.3 Further a consultant who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.

2.12 APPENDIX TO INFORMATION TO CONSULTANTS
The following information for procurement of consultancy services and selection of consultants shall complement or amend the

provisions of the information to consultants, wherever there is a conflict between the provisions of the information to consultants and the provision of the appendix, the provision of the appendix herein shall prevail.

Clause Reference

2.12.1 The name of client is: **Garissa University College**

2.12.2 The method of selection is: **Quality Cost Based Selection**

2.12.3 Technical and Financial Proposals are requested: **Yes (Sealed Separately)**

2.12.4 The name, objectives and description of the assignments is:

REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, TESTING & COMMISSIONING OF AN INTEGRATED INFORMATION MANAGEMENT SYSTEM

2.12.5 GUC will provide the following inputs:

a) Copies of existing relevant reports and documents
b) Nominate a liaison officer who will maintain regular contact with the Consultants on matters regarding this consultancy
c) Appropriate administrative support to the consultancy team
d) Letters of introduction for the consultant where necessary

2.12.7 Taxes: [Specify firm's liability: nature, sources of information]: **ALL APPLICABLE TAXES TO BE INCLUDED IN THE FINANCIAL PROPOSALS**

2.12.8 Consultants to provide

a) A list of at least three(3) similar projects undertaken by the firm in the last five (5) years that demonstrate your experience in assignments of similar nature and magnitude. Indicate clearly the type of project, profiles of the staff proposed, duration of the assignment, contract amount and firm's involvement using format provided in the Firm's Reference Form **[Section IV).**

b) Experience   (at least 5yrs in similar installations) and Qualification (at least Master's Level in Business/IT discipline) of Bidders project leader

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c) Staffing levels (at least 3 Certified Database Administrators, 2 Certified System Developers and 1 Certified Network Administrator).

d) Detailed Project plan (Should include   Tasks, Resources, Deliverables and
Timelines)

e) User and technician training and Acceptance testing (Should deliver User & Technical training, providing appropriate Documentations) Change management procedures (Should elaborate how the Migration/Changeover will be executed)

f) A written undertaking in regard to the project Completion Date (Project should be done within 18 Months from the Contract Date)

NB: Bidders Must Attach academic certificates, relevant testimonies, and Current Professional membership certificates if applicable.

2.12.9 **Mandatory Requirements includes:**

a) The consultants shall attach [Section IV (9)] mandatory and valid documentation (Copies).

Tenders submitted without the mentioned mandatory documents shall be rejected by GUC and will therefore not proceed to the Technical Evaluation stage. The mandatory requirements are as follows;

1) Valid Copy of certificate of incorporation (CR 12)
2) Valid Copy of Single Business Permit
3) Valid Copy of KRA Tax Compliance Certificate
4) Tender security of not less than 1.5% of the bid price in form of Bank Guarantee or Insurance Guarantee from Insurance firms approved by PPRA.
5) Audited Accounts for the financial year 2015,2014 , 2013
6) Evidence of possession of Tax register (please attach any Documented Proof of ownership)
7) Valid Copy of P.I.N Certificate

8) Valid Copy of V.A.T Certificate
9) Professional indemnity covers of at least **Ksh. 5 million** from a Reputable Insurance Company

NB-

1. Proposal submitted without the above mentioned mandatory documents shall be rejected by GUC and will therefore not proceed to the technical and financial Evaluation.

2.12.10   All consultants with pending litigation (court/arbitration) with the client   are not eligible to tender.

2.12.11   Taxes: The consultants shall be liable to pay all taxes duties and levies under Kenyan laws.

2.12.12   Consultants must submit an original and a copy for each Proposal.

The proposal tender documents enclosed in plain sealed envelopes and marked with the tender number should be addressed to:

<div align="center">

THE PRINCIPAL,
GARISSA UNIVERSITY COLLEGE,
P.O Box 1801- 70100
GARISSA

</div>

2.12.13   **Submission of documents**

The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked **"TECHNICAL PROPOSAL"** and the original and all copies of the Financial Proposal in a sealed envelope clearly marked **"FINANCIAL PROPOSAL"** and warning: **"DO NOT OPEN WITH THE TECHNICAL PROPOSAL".** Both Envelopes shall be placed in an outer envelope and sealed. The outer envelope shall be addressed to **THE PRINCIPAL, GARISSA UNIVERSITY COLLEGE, P.O. BOX 1801-70100 GARISSA** and **RFP NO: GUC/ERP/002/2016-17** and clearly marked **"DO NOT OPEN,EXCEPT IN PRESENCE OF THE OPENING COMMITTEE."** and must be deposited in the **Tender Box**

provided at Garissa University College, Main Campus, Administration Block, Entrance.

2.12.14   Proposals must be submitted not later than the following date and Time: 6th December, 2016 at 10.30 AM. Opening of the Technical Proposals will   take place immediately thereafter in the Conference Admin Hall, Administration Block

2.12.15   The minimum technical score required to pass is **70% of 100 Marks**

2.12.16   The assignment is expected to commence immediately after the award of the contract **at the GARISSA UNIVERSITY COLLEGE, MAIN CAMPUS.**

2.12.17   The completion period for the Project shall be **Six (6) Months** from the date of commencement.

2.12.17   The following evaluation criteria will be applied in evaluating the proposals:

2.13   **Evaluation of Bids**

2.13.1 GUC will only consider bids from appointed authorized Dealers/resellers of the   proposed products. Proof of this shall be required.

2.13.2 GUC reserves the right to review the user and technical documentation for the   proposed software at a Bidder's nominated site to verify compliance with the Technical   Specifications.

2.13.3 GUC reserves the right at the time of the contract award to increase or decrease, up to 5%, the quantity of products and services originally specified in the Schedule of Requirements without any change in unit prices or other terms of conditions.

2.13.4 GUC reserves the right to accept or reject a bid, or to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders.

2.13.5 GUC reserves the right to proceed with any section of the bid and no claim shall be entertained when the discretion is exercised.

2.13.6 A THREE (3) stage procedure will be adopted in evaluating the proposals with the technical evaluation being completed prior to financial proposals being opened and evaluated, mainly;

      a) Preliminary

      b) Detailes technical Evaluation; and

      c) Financial

2.13.7 Evaluators of the technical proposals shall have no access to the financial proposals until the technical proposals evaluation are concluded. Material deficiencies in providing the information requested may result in rejection of a proposal.

2.13.8 The weight given to the technical and financial proposals will be 70 points and 30 points respectively. Only proposals scoring 75% (overall) will be considered Responsive and the Bidders will be invited to demonstrate their System to Management. Failure to demonstrate the functionality of the (Supplier) proposed system will lead to disqualification. Successful Demonstrators (Suppliers) will have their financial bid opened and evaluated .Only Responsive bidders shall be invited for the opening of the financial proposals. The other financial proposals shall be returned unopened. Any effort by a bidder to influence the evaluation or contract award decisions shall result in the rejection of the bidder's proposal.

2.13.9 Technical Proposal Evaluation

Technical proposals will be evaluated using all the following criteria:

2.13.9.1 Phase 1:   Compulsory Documentation [mandatory] - Preliminary

Tenders submitted without the mentioned mandatory documents (valid copies) shall be rejected by GUC and will therefore not proceed to the Technical Evaluation stage. The mandatory requirements are as follows;
1) Valid Copy of certificate of incorporation (CR 12)
2) Valid Copy of Single Business Permit
3) Valid Copy of KRA Tax Compliance Certificate

4) Tender security of not less than 1.5% of the bid price in form of Bank Guarantee or Insurance Guarantee from Insurance firms approved by PPOA.
5) Audited Accounts for the financial year 2015, 2014, 2013
6) Evidence of possession of Tax register (please attach any Documented Proof of ownership)
7) Valid Copy of P.I.N Certificate
8) Valid Copy of V.A.T Certificate
9) Professional indemnity covers of at least **Ksh. 5 million** from a Reputable   Insurance Company

NB: Failure to meet any of the above requirements will lead to automatic disqualification

2.13.9.2   Phase 2:   Detailed Technical Evaluation
Requirement 1:   Suitability of Software Solution Proposed [20 points]

The following components should be identified as per the Expected Configuration (Ref: Section 3):

Financial module   **(4.0mks)**
Academic Information module   **(3.0mks)**
Procurement module   **(2.5mks)**
Human Resource & Payroll module   **(2.5mks)**
Student Hostel & catering module   **(2.5mks)**
Library Information module   **(2.5mks)**
Evidence of integration   **(3.0mks)**

Requirement 2: Software Requirements [10 points]

The following components should be identified:

Hardware Requirements (Processor Type, Speed, HD, RAM, etc) **(2Mks)**
Operating System Requirements (Ability to work on either Linux/Windows)   **(2mks)**
Utility Requirements (are there other components required for the software to function properly e.g. for Backups **(2mks)**
Installation requirements (are there additional component required for installation e.g. Internet Connectivity?)   **(2mks)**
Availability of source code/updates (How do you facilitate maintenance activity?) **(2mks)**

Requirement 3: **Installation & Implementation [10 Points]**

For installation and implementation, the following components should be identified:

Experience (at least 5yrs in similar installations) and Qualification (at least Master's Level in Business/IT discipline) of Bidders project leader **(2mks)**

Staffing levels (at least 3 Certified Database Administrators/Developers and 1 Network Administrator) **(2mks)**

Project plan (Should include Tasks, Resources, Deliverables and Timelines) **(2mks)**

User training and Acceptance testing (Should deliver User & Technical training, providing appropriate Documentations) **(2mks)**

Change management procedures (Should elaborate how the Migration/Changeover will be executed) **(1Mk)**

Completion Date (Project should be done within 18 Months from the Contract Date) **(1Mk) :** *Provide a written undertaking*

Requirement 4: **Maintenance & Support Requirements [10 Points]**

For maintenance and support requirements, the following sections should be identified:

Maintenance Service Level Agreement (Clearly specified Performance Standards & Reporting Procedures) **(2.5mks)**

Supplier maintenance support facilities (Clearly specified Technical Contacts, their Qualifications and Resources) **(2.5mks)**

License requirements (Nature & Durations of Licensing) **(2.5mks)**

Future upgrades (Frequency & delivery of Upgrades) **(2.5mks)**

Requirement 5: **Supplier Profile Requirements [10 Points]**

For supplier profile requirements, the following sections should be identified:

References (at least 5 references of similar nature) (2.5mks)

Organization capability (Corporate profile) (2.5mks)

3 year Audited accounts (2.5mks)

Dealership/Reseller Certification (2.5mks)

Due to the importance attached to the suitability of the key experts listed for this assignment, their substitution after the assignment may lead to the cancellation of the contract. Any replacement must be with similar qualification/experience or better and approved by GUC.

Requirement 6: **Existence and Sight visit to the prospective supplier [10 Points]**
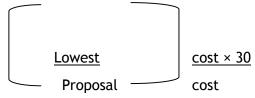
Official Physical address (physical offices) (1mks)
Official Postal addresses (1mk)
Official Contact telephones (1mk)
Official Company websites (1mk)
Official Company emails (1mk)
Existence of permanent Management staff(minimum 3 with documented profile) (1mk)
Existence of permanent support staff (minimum 7 with documented profile) (1mk)
Actual evidence of contractual engagement of similar nature and magnitude (Minimum of five (5) existing clients) (3mks)

Phase 3: **Financial Proposal Evaluation**

The lowest cost proposal will be awarded 30 points. Other proposals will be awarded proportionate points as per formula:

$$\left[\frac{\text{Lowest cost} \times 30}{\text{Proposal cost}} \right]$$

2.13.9.3 **Overall Ranking**

The overall ranking will be computed as follows: -

Points scored on technical score + Points score on financial proposal.

The bidder with the highest overall score shall be considered the winner.

2.13.9.4 **Award of contract**

The contract for this assignment will be awarded after negotiations and shall be signed between GUC and the winning bidder. After negotiations are completed, GUC will promptly notify the outcome to other bidders who were unsuccessful.

SECTION III: - TERMS OF REFERENCE AND GUIDING PRINCIPLES

PROJECT: **TERMS OF REFERENCE FOR REQUEST FOR PROPOSAL FOR SUPPLY, DELIVERY, INSTALLATION, TESTING & COMMISSIONING OF INTEGRATED INFORMATION MANAGEMENT SYSTEM**

(1) INTRODUCTION AND BACKGROUND

3.0 About Garissa University College (GUC)

The University College was established through the Presidential Order dated 9th September, 2011 (Legal Notice No. 116 of 2011. However, in the first two years following its establishment, Garissa University College's (GUC's) operations did not take off as earlier planned due to various challenges. Finally, GUC was eventually launched on 3rd May 2013 and operations began thereafter with the first batch of its students being admitted in October of 2013.

GUC is Kenya's only public University in the North Eastern Region. Its students' number varies from time to time. The University does not go to full recess due to the nature of clients and their varied needs which demands the service throughout the year. However, the staff holiday and other breaks are taken as scheduled for each department.

Garissa main campus is the Headquarters campus and is situated in Garissa town off. Kismayu road.

3.1 CURRENT SYSTEMS

This section covers GUC current configuration.

Financial module:
Financial transactions are not fully automated

Payroll module:
The current system which the University uses is called Memory soft which is used in processing of salaries.

Procurement module
Procurement Processes are generally manual.

Academic Management module:
Currently this is being done manually. The new system should be able to address admissions, examination as well as academic reportings.

Hostel & Catering Administration module:
Currently the operations are manual, however in the new system, the hostels need to be reserved by students online, depending of various conditions .e.g. payments status, condition of rooms, student status and availability of rooms, among other conditions.

Library module:
Currently we have KOHA open source system. But this should be integrated with the other modules (e.g. academic, finance, procurement)

3.2   SCOPE /OBJECTIVES OF THE ASSIGNMENT

The scope of services will include but not limited to:

✓Unlimited user for over the web applications (online). = 30 i.e. (Minimum number of simultaneous user)

EXPECTED SYSTEM CONFIGURATION

The Information Management System should have the following modules integrated and working seamlessly:

Financial module
Academic Information module
Procurement module
HR & Payroll module
Student catering and Hostel module
Library Information module
Evidence of integration

The Information Management System should run on a Windows Server 2008 or Linux (e.g. Ubuntu) and have an Oracle or MS-SQL server or any reputable and stable database backend.

The system should have an easy to backup procedure for ease of administration.

The modules are described as follows: -

1.   Financial module

A system where the reports are tied to all the ledgers together with some predefined ones e.g. Age analysis of the debtors, General ledger and

Revenue reports. The tables should be on the SQL platform so that one can generate other reports desired without assistance.

The cash book should be system auto generated and tied to all ledgers e.g. Debtors ledger. Currently it is in manual form. The system should be made compatible with the banks such that when students pay their accounts are updated automatically when the bank sends their files to the university.

All cash points should be brought into the system and have system generated reports. Currently these cash points are not on the system.

A fixed assets register should be generated from the system that is tied to the Procurement system such that when a fixed asset is purchased, the system automatically updates the fixed assets register.

Payroll should be integrated into the system.

Journal entries should be incorporated into the system.

Accounts Receivable

Should be able to interact with revenue and expenditure module

- Administration of customer accounts (rights and privileges)
- Creation of customers
- Customer groups and group controls
- Create customer accounts and customer master records
- Customer account maintenance
- Creation and maintenance of terms of payments
- Cash discounts to customers based on invoices
- Cash discount based on customers
- Able to handle customer deposits
- Define ledger accounts for cash discounts granted
- Configuration (methods for reserving) and posting of doubtful receivable and posting of provisions for doubtful receivables and the administration therein
- Define accounts for reserving for bad and doubtful debts

Account Payable
  o record and manage accounting data for all vendors

Banking accounting
- o Bank master details
- o Cashbook reconciliation
- o Cashbook balances
- o Bank accounts balances

Fixed Asset management
- o Managing and supervising fixed assets
- o Detailed accounting transactions involving assets

Fund management
- o Support various budgets (revenue budgets, expenditure budgets)
- o Monitor future and current budgets in line with the available budget
- o Adaptive budget (changing in conditions by entering release, supplements, returns and transfers)

Special purpose ledgers
- o User defined ledgers e.g. Cost center ledgers, Group ledgers, departmental ledgers, account and account group ledgers, faculty ledgers, course ledgers, etc.

Main reports
- Cash & Bank Books
- Periodical Cashbook reconciliation
- Trial Balance
- Income and Expenditure Statement
- Ledgers
- Balance Sheet
- Account Balances
- Journal, Sales, and Purchase Registers
- Audit trail
- Detailed VAT reports (complete with Withholding VAT and iTax compliant)
- Budget reports
- Debtors and creditors aging reports

2. Academic Management module

The Academic Management System should contain several useful modules to improve the efficiency of the University administration.

Main features of the University Academic Management System relate to:
- System Administration & Management
- Student Records and Profile Management

- Course management
- Grade management
- Exam management
- Attendance management
- Lecturer Loading management
- Student fee and deposit management
- Faculty management
- Classroom management
- Online application management
- Online statements for students

The   Management System should effectively perform records and profile management. It should be able to manage students, lecturers and staff records, which makes it useful profile management software. This profile management system captures master data such as name and contact information of the students, parents, lecturers and other supporting staff.

In addition to personnel data, this records management system stores information about school resources including classrooms, laboratory, common halls and playgrounds. The records management software is loaded with resource capacity and availability so that all the information can be used to optimize resources and generate timetables.

The records management software stores all static information in a central depository doing away with manual data management, redundancy and duplication.

The   Management System for easy records and profiles management and realize other benefits of this powerful records management system and profile management system.

Timetable management (Generation and Updates)

The teaching staff usually spends a lot of time in timetable generation and timetable management. The System should capture all parameters used in creating a university timetable and automatically create one with its timetable generation tool.

This University timetable generation software also should consider the availability of lecturers and other resources while creating timetable.

Changes should be easy to make in the timetable as and when necessary depending on the availability of lecturers, substitutes, students, technicians, classrooms and lessons.

Generation of timetables should observe the following rules: -

   Lessons per week

   Simultaneous lessons

   Multi resource utilization

   Single, double or triple lessons

Allow break between double / triple lessons

Lesson before official University time

Timetable Generation and Verification of Resource Availability and Rules should verify the availability of all University resources and the rules defined for all University entities, Campus, Shifts, units, student Groups, Rooms and Lecturers. In addition, should also verify group conflicts and perform time slot checking.

The timetable should also have manual Correction of Timetable to enable adjustments to meet practical needs.

- Lecturer loading and Substitution Management
- Student Fee Management: Able to use deposits from customers in revenue to disperse as fees to the various students (as revenue from HELB)
- Attendance Management
- Exam and Grades Management
- Link to Library Management
- Link to finance system where appropriate
- Lick to HR and payroll where appropriate
- Web Community Management
- Online Content Management (for parent, student and lecturer)
- Online student application and feedback
- Online student registration (continuing students)
- Homework Management

Reports

- The student Information report lists the students in each Batch for each semester.
- Student History report gives the student profile, past and current academic details, includes fee detail till date, and library transactions including fines.
- Internal Mark Details report will give you the internal mark details for a particular paper or all papers.
- Attendance report will give you the attendance for a particular paper as well as attendance shortages.
- Student Admission report for a particular batch District / County Wise, country Wise, Gender Wise,
- Category Wise, Branch and Batch Wise.
- Total Fee Collection report branch/batch/semester wise.
- Staff Information report gives list of the staff in a particular department.
- Work Schedule report notes the schedule for a particular staffer.
- Attendance report gives the attendance on all staff or individual staff, stating all days present, holidays, absent, weekly holiday, Leave, Quarter Day leave, Half day leave, Leave w/o pay, and much more.

- The staff holiday report list all staff holidays.
- The salary report for the salary statement for a particular employee or for the current financial year.
- The Performance report gives results for each subject the staff members of a particular department have participated in, noting how many students have passed the particular subject.
- The course report will give the semester settings, the syllabus, and fee structure for a particular course / batch.
- The holiday report lists holidays for the entire institution as well as for individual departments.
- The event report lists events scheduled for a certain period or academic year.
- The exam fee report will give the exam fee according to the Fee scheme.
- The purchase report shows the listing of purchases Supplier wise, Item category wise or Department wise.
- The library report will give the list of books in the library including the call number, Accession No., Book name, Author, Publisher, Copies with the Library, and the edition.

3. Procurement module

Requisitioning, Approval, and Purchase Order Generation

The system should allow approved users to create requisitions for required goods and services online.

A customized user management system with a built-in approval system that ensures only approved orders are processed and allows you to control who has access.

A quick order entry method that allows users to place orders within seconds.

Should have alerts when an order/requisition is waiting for approval.

RFQ process management from start to when goods are received online

Open Tender process management from sourcing of suppliers to award of contract online

RFP process management from start to end online

Contract management module

Low value procurement / imprest process management online from requisition to accounting of the same

Production of both LSO/ LPO on carbonated paper

Order Tracking and Receipt Generation
The system allows all outstanding purchase orders to be tracked, queried, and automatically accessed when the order arrives for matching and receipt generation. If anything is missing, or anything delivered that wasn't ordered, the user is immediately informed.

Inventory and facility management

The system should be capable of doing all the functions of stock control functions plus asset management.

Should be able to produce accurate goods received notes when items are received

Systems should be able to produce issue notes once goods are issued in the system for the issued quantities.

Should have an alert that allows store man to replenish stocks once the re-order level is reached

Show items out of stock so as not to request

Show new product or change of supplier

Once requisition has been approved by head of section in the system there should be no need to print but just go with the requisition number to procurement then they log in and issue.

Disposal management

The system should be able to cater for disposable items as per Public Procurement Act, 2015.

Electronic Invoicing, Multi-way Match, & Reconciliation

The system must be able to accept electronic invoices, automatically retrieving associated goods receipts, purchase orders, and, if necessary, contract terms and conditions to ensure that the invoice is only for goods and services received at the rates agreed to in the purchase order and / or contract.

E-Payment Integration Capability

The system should support any and all e-payment platforms available third party electronic payment platforms. Furthermore, it should automatically detect rejected transactions, and alert the appropriate individuals, as well as duplicate payment attempts, and prevent them.

Catalog Integration, Punch-Out & Agent Support

The system should be able to integrate with catalogues, third party catalogues, and punch-out and agent-enabled web-sites. It should also allow procurement team to define custom products and services in internal catalogue.

Custom Workflow, Rules, and Alerts

It should allow for in build rules that automatically approve on-contract purchases for regularly required goods and services under a certain amount/threshold, that route all requisitions over a certain amount to the necessary individuals for approval, and that

automatically decline off-contract requisitions for items for which there are contracts in place.

It should allow acceptance for payment of any invoices that match goods receipts and purchase orders within a certain tolerance, automatically reject any invoices for goods or services not delivered, and automatically bring to your attention any invoices for goods and services received that are not within a certain tolerance of the expected amount for manual resolution.

It should alert the catalog administrator when a contracted rate for a certain good or service is expiring and when new SKUs are detected.

In order to obtain maximum value from your assessment, the e-procurement system needs to support the work-flows that match your business processes and the rules that maximize the performance of your procurement team.

Buying Templates
The platform should not only support catalog integration and custom work-flows, but also templates for standard purchases. If your office manager orders toner, paper, pens, post-it notes, and binders every month, then he/she should have a template to just pull up that is already filled in with the preferred items from the preferred vendors at the contracted rates - and that only requires the quantities to be entered.

It should also support the creation of partially empty templates that define the proper way to request off-contract goods and services to insure that the request is accepted, automatically entered into the right workflow, and processed in a timely fashion.

Reporting and Key Performance Indicators (KPIs)
The platform should natively support a full suite of reporting capabilities on all elements of usage as well as export file formats that make it easy to get the data into your business intelligence and spend analysis tools for further analysis and reporting.

It should track basic KPIs on utilization (requisitions and purchase orders created, invoices received, total spend, number of users, and total number of suppliers, etc.) as well as derived measures (invoices processed per FTE, cost per invoice processed, first time match rates, error rates, and total dollar value of overpayments prevented, etc.), compliance measures (percentage of purchases on contract, total dollar value of purchases off of contract, and percentage of purchases with preferred supplier), and performance (days payable outstanding,

on time payment performance, and average number of days to resolve disputes, etc.).

> Customizable "Frequently Purchased Lists" to allow for easy buying of commonly purchased items
>
> Stock control reports i.e. available items, purchased items, used items etc
>
> Customized report of each item bought/issued searchable using specific date i.e. 15th June, 2016 to 1st July, 2016.
>
> Departmental usage reports
>
> Supplier reports on deliveries
>
> Report on the contracts issued to the special groups at any given time
>
> Report on attempted duplicate payments
>
> Stock history reports
>
> Stock balances reports
>
> Stock issues and partial issues reports
>
> Order level reports
>
> Stock expiry reports
>
> Item disposal reports

Self-Service Supplier /user Portal

Your procurement team probably spends too much time responding to supplier inquiries regarding shipment status, invoice status, and payment status and too much time retrieving lost purchase orders, goods receipts, and documentation regarding disputed amounts. The e-procurement system should include, or support, a self-service supplier portal where, at a minimum, a supplier or user can log in at any time and retrieve all of their outstanding purchase orders; status updates on all outstanding invoices including whether they are under review, in dispute, or scheduled for payment (on a certain date); copies of goods receipts issued; organizational buying policies; and, if relevant, notices of any upcoming bids or auctions they have been invited to. Suppliers should also be able to self-administer contact and address / location information for their own profile.

Integration Points for e-Sourcing the system

The system should support (touch-point) integration with the spend analysis, e-negotiation (e-auction for disposal of goods), and contract management components of your e-sourcing system. E-procurement delivers savings, it does not identify them.

It should have real-time inventory availability information

4. Human Resource & Payroll module:

The new system should be able to integrate with all other modules (particularly finance and personnel), and any EFT for ease of electronic salaries transfer.

Able to Setup following

Tax brackets and Tax relief

Statutory deductions (NSSF, NHIF, PAYE, etc)

Allowances codes and Allowance controls

Contribution codes

Benefits codes

Salary scale benefits and benefit controls per salary scale

Loan codes, controls and descriptions

Third party codes (grouping deductions, contributions and Loans)

Employee deductions

Employee loan management
- Loan groups
- Flexible Loan coding
- Loan interest rates
- Loan types
- Loan balances
- Loan repayment (check-off and cash
- Loan durations (months)

Employee allowances
- should be able to have incremental accumulation of balances

Employee contribution
- Flexible Coding
- should be able to have incremental accumulation of balances

Employee deduction
- should be able to have incremental accumulation of balances

Payroll processing

Process payroll
- Able to do global processing
- Able to do global increments

- Able to do selective deductions (no pay for disabled persons, no NSSF for some employees, no pension for Contract employees, etc)

Payroll reports

- Payslips
- Monthly reports
- End of year reports e.g. P9A

Human Resource Module

Setup

- Salary scales
- Payment points
- Payment mode
- Towns
- Banks/branches
- Qualification/courses
- Employee status
- Marital status
- Terms of services
- Salary progression codes
- Department sections
- Section layout
- Establishment

Employee master

- Employee (new)
- Master details(include end of year for contract staff)
- Medical records
- Dependants records
- Next of kin
- Emergency contacts
- Payment details
- Skills inventory
- Experiences
- Education qualification
- Employee addresses

Transition activities

- Employee transfer and promotion
- Establishment transfer
- Salary changes

Staffs leave records
- Leave entitlements
- Leave balances
- Leave applications
- Leave approvals
- Leave types
- Staff returning from leave
- Staff leave schedule
- Close leave period
- Define holidays

Staff discipline

- Registration of case agents
- Reporting disciplinary case
- Recording of supporting statements
- Recording of prosecution statement
- Entering case verdict

Recruitment manager

Vacancy requests

Vacancy approval

Vacancy authorizing officers

Applicants

Process recruitment

Generate short list

Recruitment reports

Training manager

Training providers

Training requirements

Training attended

Setup

Staff training reports

Pension scheme

Pension rates

pension monthly reports

end of year reports

The business processes owner is the Finance and HR Departments.

To consist of all master data, configuration and transactions involved in the Hire-to-retire process.

It should include the following information and processes.

Organizational Management / structure
- Department
- Section
- positions
- University establishment
- hierarchy

Personnel Administration & Management
- Scheme of service
- Staff records
- Employees dependants
- Employees qualifications
- Recruitment

Staff leave processing

Compensation Management

Personnel development

- Staff training
- Staff evaluation and promotion
- Staff welfare / team building`

Personnel Development

Typical Retirement procedures

Group insurance policies

Medical processing out and in-patient

Transport management
- *Motor transport availability*
- *Motor vehicle maintenance*
- *Freight management*
- *Compensation*

Time management   Attendance registers

- Work tickets
- Service charter
- Setting objectives
- Breaking of tasks

All kinds of standard HR and payroll reports and Ad-hoc reports (user should be able to make own reports through building own queries)

5. Hostel & Catering Management module:

The Hotel & Catering System aims to provide quality digital information sources and services that support the University College's Commercial Department.

- **Essential functional requirements**

  - Itemized student billing
  - Hostel coding and grouping
  - Room categorization and pricing
  - Real-time student catering transactions
  - Check in / Checkout procedures
  - Management Reporting
  - Online student hostel booking and reservation (randomized room selection and for only those who have cleared fee and paid for accommodation according to given criteria)
  - Generation of room invoice
  - Capturing all the rooms and capacity in terms of beds
  - View the history of the room
  - Integration between admission and finance
  - Clearance of students
  - Integration with procurement

- **Deliverables:**

  - Improved access to Hostel and Conference Bookings
  - Improved access to meals/catering Stock items
  - Better evaluation between Bookings and Catering items   Better and more refined customer statements/invoices   A summary of the same to be generated.
  - Generation of reports

- Once all the rooms have been fully taken the system should be automatically reject any application and clearly indicate that there are no more rooms available.
- Reserved rooms should last only 4 hours before payment. The system should unreserved and make it free if not paid for. A student not to be able to reserve more than one room at a time
- Expired admission numbers should not be available to use in hostels or the whole system (only for reporting).
- The system should reject any expelled / suspended students and / or any student on holiday or attachment, from taking a room, unless authorized properly.
- Changing of the room once issued should be strictly manual and with proper reasons.
- The system should be able to generate all reports that pertains rooms and students in the Halls of residence.
- Hostels should be integrated with finance and admissions

6. Library management module:

The Library Information System aims to provide quality digital information sources and services that support the University's instruction and research programs.

The University expects the supplier to Install, configure and integrate of **KOHA open source Library system** with the all its library system functions:
-
- Cataloguing
- Patron Management
- Acquisition
- Circulation
- Authorities Control
- Reports

It should be able to support for industry standards and guidelines - Z39.50, SRU, and SIP2

- XML-tagged MARC record storage provide quick access to data

Fully developed ILS functionality - including Course Reserves, Acquisitions, Serials Control, etc.

Support for third party Debt Collect, Telephone Notices, etc.

The system should integrate with the students and staff module

---

The system should be able track library history of staff and students.

o **Essential functional requirements**

 Circulation Control System.

 Catalogue Maintenance System giving a high quality of bibliographic records in conformity with the standard cataloguing codes.

 On-line Catalogue Access.

 Ability to share resources (catalogues) among libraries at different locations.

 Acquisitions Control, including search of on-line sources of publications, on-line access to book dealers and book publishers and order placement, checking in, query on-order records.

 Serials Ordering and Control.

 On-line (through Internet) access from any workplace to Reference and Information Services (indexes, abstracts, etc) in the College library and other libraries, and institutes.

 Statistical reporting and management information provision.

 Should integrate with the students module

 Should integrate with staff members and track library history of staff

o **Deliverables:**

 Improved access to the library databases through the online library catalog subscribed external databases on the web.

 Efficient delivery of articles and other documents through the automated routing system

 Efficient automated loan system

 Customized Interactive Library Instruction

 Efficient interlibrary loan system

3.2 Consultants Team

The planning team will include the following professional expertise:

  – Company Directors

  – ICT Directors / Managers

  – Database Administrators

  – System Developers

  – Software Programmers

- Systems Administrators

- ICT Technicians

- Network Administrators

3.3   Reference Group

The University College will form a small reference group/steering committee that will monitor the progress and give guidance on policy issues to the consultants.

3.4   Terms of Payment

Item	Description	Percentage fees including Taxes (ksh)
1	Up to tender stage (Document ready for tendering)	None
2	Commencement of works	None
3	During works	10%
4.	Final payment upon successful completion of the assignment	90%
	Total	100%

NB.
Total fee note to be presented upon award.

SECTION IV: - TECHNICAL PROPOSAL

Notes on the preparation of the Technical Proposals

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

4.2   The technical proposal shall not include any financial information and shall be prepared using the standard forms provided in this section.

4.3   The Technical proposal shall not include any financial information unless it is allowed in the Appendix "ITC" information to the consultants or the special conditions of contract.

SECTION IV – TECHNICAL PROPOSAL

Table of contents   **page**

4.1 (a) **TECHNICAL PROPOSAL SUBMISSION FORM**
            (Use Company letterhead)

To: _____[Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for_____ _____[Title of consulting Services] in accordance with your Request for Proposal dated_____[Date] and our Proposal. We are hereby submitting our proposal, which includes this Technical proposal sealed under a separate envelope-where applicable].

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

We remain,

Yours Sincerely,

_____[Authorized Signature]:

_____[Name and Title of Signatory]

_____[Name of firm]

_____[Address:]

(b) FORMAT OF PROPOSAL

Bidders must provide their proposals in the format given below:-

Section 1:   Suitability of Software Solution Proposed

The following components should be identified as per the Desired Configuration (Ref: Section 3):

1) Financial System
2) Academic Information System
3) Procurement system
4) HR & Payroll
5) Student catering and Hostel system
6) Library Information System

Section 2:   Software Requirements

The following components should be identified:
1) Hardware Requirements (Processor Type, Speed, HD, RAM, etc)
2) Operating System Requirements (Ability to work on either Linux/Windows)
3) Utility Requirements (are there other components required for the software to function properly e.g. for Backups?)
4) Installation requirements (are there additional component required for installation e.g. Internet Connectivity?)
5) Availability of source code/updates (How do you facilitate maintenance activity?)

Section 3:   Installation and Implementation

For installation and implementation, the following components should be identified:

1) Experience (at least 5yrs in similar installations) and Qualification (at least Master's Level in Business/IT discipline) of Bidders project leader
2) Staffing levels (at least 3 Certified Database Administrators/Developers and 1 Network Administrator)
3) Project plan (Should include Tasks, Resources, Deliverables and Timelines)
4) User training and Acceptance testing (Should deliver User & Technical training, providing appropriate Documentations)
5) Change management procedures (Should elaborate how the Migration/Changeover will be executed)
6) Completion Date (Project should be done within 6Months from the Contract Date)

Section 4: **Maintenance and Support Requirements**

For maintenance and support requirements, the following sections should be identified:

1) Maintenance Service Level Agreement (Clearly specified Performance Standards & Reporting Procedures)
2) Supplier maintenance support facilities (Clearly specified Technical Contacts, their Qualifications and Resources)
3) License requirements (Nature & Durations of Licensing)
4) Future upgrades (Frequency & delivery of Upgrades)

Section 5: **Supplier Profile Requirements**

For supplier profile requirements, the following sections should be identified:

1) References (at least 5 references of similar nature)
2) Organization capability (Corporate profile)
3) 3 year Audited accounts
4) Dealership/Reseller Certification

Section 6: **Summary Requirements**

Against each given module, please provide a summary of your offer in respect to above in the format shown below or relevant comments

S.No	GUC Requirements	Description (H/Ware, S/Ware, Network Features)	Remarks
1	Financial module		
2	Academic management		
3	Procurement Module		
4	Human Resource & Payroll system		
5	Student Hostel & Catering Management		
6	Library system		
7	Integration of the systems		

4.2 FIRM'S REFERENCES

Relevant Service Carried Out in the Last Five That Best Illustrate Qualifications

Using the format below, provide information on each assignment (minimum 5 No.) for which your firm either individually, as a corporate entity or in association, was legally contracted.

Assignment Name:		
Location within Country:		
Name of Client		
Address:		
Start Date (Month/Year):	Completion Date (Month/Year)	Approx. Value of Services (Kshs)
Name of Associated Consultants. If any:	No of Months of Professional Staff provided by Associated Consultants:	
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and Functions performed:		
Narrative Description of Project:		
Description of Actual Services Provided by your staff:		

Consultant's Name:…………………………………………..

Name of Authorized Official:………………………………………….

Title of signatory:………………………………………………….

Authorized Signature:…………………………………………………..

Company   Rubber stamp/seal.

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

<u>On the terms of reference:</u>

1.

2.

3.

4.

5.

<u>On the data, services and facilities to be provided by GUC:</u>

1.

2.

3.

4.

5.

4.4 DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

4.5 TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/ Managerial Staff

Name	Position	Task

2. Support Staff

Name	Position	Task

4.6 **FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF**

Proposed
Position:_____

Name of Firm: _____

Profession: _____

Date of Birth: _____

Years with Firm:_____ Nationality:_____

Membership in Professional societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

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

Education:

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

Employment Record:

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

Certification:

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

_____Date:_____
[Signature of staff member]

_____Date;_____
[Signature of authorized representative of the firm]

Full name of staff member:_____

Full name of authorized representative:_____

4.7   TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

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

Reports Due: _____

Activities Duration: _____

Signature:
_____   (Authorized representative)
Full Name: _____

Title: _____

Address: _____

4.8 ACTIVITY (WORK) SCHEDULE

(a). Field Investigations and Study Items

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

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

(b). Completion and submission of reports

Reports	Date
1. Interim Report	
3. Draft Report	
4 Final Report	

SECTION V: - FINANCIAL PROPOSAL

Notes on preparation of Financial Proposal

5.1 The Financial proposal prepared by the consultant should list the costs associated with the assignment per module.

These costs normally cover remuneration for staff, subsistence, transportation, services and equipment, printing of document, surveys etc as may be applicable. The costs should be broken down to be clearly understood by the GUC.

5.2 The financial proposal shall be expressed in Kenya Shillings and take into account the tax liability and cost of insurances specified in the request for proposal.

5.3 The financial proposal should be prepared using the standard forms in this part.

SECTION VI – FINANCIAL PROPOSAL STANDARD FORMS

5.1 FINANCIAL PROPOSAL SUBMISSION FORM

(Use Company letterhead)

_____[Date]

To: _____

    _____

    _____

[Name and address of Client]

Ladies/Gentlemen:

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

We remain,

Yours Sincerely,

_____ [Authorized Signature]

_____ [Name and title of Signatory]

5.2 SUMMARY OF COSTS PER MODULE

S /No	ITEM DESCRIPTION	Cost	Add Vat/withholding Tax (where applicable)	Total cost (Kshs)
1.	Professional Fee			
2.	Disbursements			
3.	Other Costs [specify]			
Total Amount of financial proposal (Kshs).				

We undertake, if our proposal is accepted to render the services in accordance with the price schedule stated herein above.

Consultant's Name……………………………………….

Authorized Signature:……………………………….

In the capacity of (*Title of Signatory*):……………………………………..

Date:…………………………………..

Company Rubber Stamp/seal

5.3 BREAKDOWN OF PRICE PER ACTIVITY

Activity NO: _____	Description: _____
Price Component	Amount (s)
Remuneration	
Reimbursable	
Miscellaneous Expenses	
Subtotal	_____

5.4   BREAKDOWN OF REMUNERATION ACTIVITY

Activity No._____   Name: _____

Names	Position	Input (staff months, days or hours as appropriate)	Remuneration Rate	Amount	
Regular staff (i) (ii)					
Consultants					
Grand Total				_____	

5.5   REIMBURSABLES PER ACTIVITY

Activity No: _____   Name: _____

No.	Description	Unit	Quantity	Unit Price	Total Amount
1.	Air travel	Trip			
2.	Road travel	Kms			
3.	Rail travel	Kms			
	Subsistence Allowance	Day			
	Grand Total				

5.6 MISCELLANEOUS EXPENSES

Activity No. _____ Activity Name:_____

No.	Description	Unit	Quantity	Unit Price	Total Amount
1.	Communication cost_____ (telephone, telegram, telex)				
2.	Drafting, reproduction of reports				
3.	Equipments: computers etc Software				
	Grand Total				

Summary Requirements/Price Schedule Per Module

Against each given module, please provide a summary of your offer in respect to above in the format shown below or relevant comments

S.No.	GUC Requirements	Price in Kshs.	Remarks
1	Financial module		
2	Academic management		
3	Procurement Module		
4	Human Resource & Payroll system		
5	Student Hostel & Catering Management		
6	Library system		
Total in Ksh			

SECTION VII: STANDARD FORMS OF CONTRACT

ANNEX I: SAMPLE CONTRACT FOR CONSULTANTING SERVICES, SMALL ASSIGNMENTS, LUMP-SUM PAYMENT CONTRACT

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

………………………………………………………… [Insert Consultant's name] of {or whose registered office is situated at]…………………………………….. [Insert Consultant's address] (Here in after called" the Consultant") of the other part.

    WHEREAS GUC wishes to have the consultant perform the services {hereinafter referred to as "the Services and

    WHEREAS the Consultant is willing to perform the said Services,

NOW THEREFORE THE PARTIES hereby agree as follows:

   1. Services (i) THE Consultant shall perform the services specified in Appendix "ITC"A,"Terms of reference and Scope of Services," which is made an integral part of this Contract.

   2. Terms   The Consultant shall perform the services during the period   on…………………… [Insert starting date} and continuing through to   ……………… [Insert completion date], or any other period(s) as may   be subsequently agreed by the parties in writing.

   3. Payment   A.   **Ceiling**

               For Services rendered pursuant to Appendix "ITC", GUC shall pay the Consultant an amount not to exceed ………………………… [Insert amount].This amount has been established based on the understanding that it includes the entire Consultant's Costs and profit as

well as any tax obligation that may be imposed on the Consultant.

B   Schedule of Payments

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

Kshs…………………………….upon GUC receipt of a copy Contract signed by the Consultant:

Kshs …………………………….upon GUC receipt of the draft report acceptable to GUC and

Kshs………………………….Upon GUC receipt of the final report acceptable to GUC.

Kshs………………………………………….Total.

C   Payment Conditions.

Payment shall be made in Kenya Shillings unless otherwise specified not later than thirty [30] days following submission by the Contractor of invoices in duplicate to the Coordinator designated in Clause 4 here below. If GUC delays payment beyond thirty {30] days after the due date hereof, simple interest shall be paid to the Consultant for each day of delay at a rate of three percentage.

4. Project Administration.

A   Coordinator.

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

B **Reports.**

The reports listed in Appendix C, "Consultant's Reporting Obligations" shall be submitted in the course of the assignment and will constitute the basis for the payments to be made under paragraph 3.

**5. Performances
Standards.**
The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity.

The Consultants shall promptly replace any employees assigned under this Contract that GUC considers unsatisfactory.

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

**7. Ownership
of Material.**
Any studies, reports or other materials, graphic, software or otherwise prepared by Consultants for GUC under the Contract shall belong to and remain the property of GUC. The Consultants may retain a copy of such documents and software.

8. Consultant Not
The Consultant agree that during the terms of this Contract and after its **to be Engaged in t**ermination the Consultants and any entity affiliated with the **certain Activities,** Consultant shall be disqualified from providing goods, works or services (other than Services and any continuation thereof)for any project resulting from or closely relates to services.

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

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

11. Law Governing The Contract, its meaning and interpretation and the Relationship between the parties shall be governed by the laws of Kenya

12. Language This contract shall be executed in English

13. Authorized
   Representatives Any action required or permitted to be taken and any Document or approval required or permitted to be executed under this contract by GUC or the Consultant shall be taken or executed by the officials Specified in clause 2.1.5 (Appendix to information to Consultants)

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

13. Obligations of
   the Consultant The Consultant shall perform the Services and carry out his obligations with all due diligence, efficiency and Economy in accordance with generally accepted professional techniques and practices and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the GUC and shall at all times support and safeguard the Client's legitimate interests in any dealing with Sub consultants or third parties.

   GUC   **FOR THE CONSULTANT**

   Full name;…………………………………   Full name;………………………………

   Title………………………………………..   Title……………………………………….

   Signature;…………………………………   Signature;………………………………..

   Date;…………………………………………   Date;………………………………………

LIST OF APPENDICES.

Appendix A: Terms of Reference and Scope of Services.

Appendix B: Consultant's Personnel.

Appendix C: Consultant's reporting Obligations

ANNEX II: MANUFACTURER'S AUTHORIZATION FORM

To [*name of the Procuring entity*] ………………….
WHEREAS …………………………………………………[*name of the manufacturer*] who are established and reputable manufacturers of ………………….. [*Name and/or*

Description of the goods] having factories at ……………………………………

[*Address of Factory*]do hereby authorize ………………………… [*name and address of Agent*] to submit a tender, and subsequently negotiate and sign the Contract with you against tender No. ……………………….

[*Reference of the Tender*] for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Tenders.

………

[*Signature for and on behalf of manufacturer*]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by an authorized person.

ANNEX III: LETTER OF NOTIFICATION OF AWARD

Address of
procuring entity
………………………………
…..
………………………………
…..
………………………………
…...

To:…………………………………….
……………………………………..
…………………………………….
…………………………………….

RE: Tender No………………………………….

    Tender Name………………………………….

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

………………………………………………………………………
…………………………………………………………………...

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

The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 7 days from the date of the letter.

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

(FULL PARTICULARS)…………………………………………………………….
………………………………………………………………………

SIGNED FOR ACCOUNTING OFFICER