

# **NURSING COUNCIL OF KENYA**

## **TERMS OF REFERENCE FOR THE NURSING COUNCIL OF KENYA ICT AUTOMATION SURVEY**

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### **1.0. INTRODUCTION**

Information technology services within The Nursing Council of Kenya support the initiatives of the organization in its innovative, research & development, data analysis and reporting. The ICT services are fundamental to the institution's effort to develop, implement, and deliver its services to meet customers' needs.

Information technology services include support for all the organization's operations; human resource activities, management and staff support systems. Staff members, working in sections throughout the institution, provide information through the use of ICT.

Information technology resources perform a critical role in determining the success of an organization; by taking advantage of real time, analytical, decision making tools, as well as opportunities from efficient, timely and accurate reporting.

The Nursing Council of Kenya therefore wishes to engage a professional consultant to conduct an ICT survey and determine the exact levels of automation for the institution. This should include recommendations on activities that will improve the level of automation at the organization.

## 2.0. OBJECTIVES

The purpose of the consultancy is to conduct an automation survey for The Nursing Council of Kenya.

The main objectives for carrying out the survey are to:

- i. Conduct an audit to determine the current levels of automation at The Nursing Council of Kenya.
- ii. Determine factors that impede automation at the institution.

## 3.0. SCOPE OF WORK

The consultant will be required to carry out a survey and deliver a report covering the following stages:

No	Automation stages	Sub-indicators	Actual Level of automation (%) VS the expected
1.	Institutional Strategy and Vision	<ul style="list-style-type: none"><li>• Institutional ICT strategy developed and disseminated(with detail roadmap that the company intends to take in utilizing ICT's to deliver on its core mandate)</li><li>• Adoption and operationalization of e-government standards(standards available at e-government website <a href="http://www.e-government.go.ke">www.e-government.go.ke</a>)</li><li>• Qualified ICT staff deployed as per organizational structure</li><li>• ICT department budget measured against the company budget</li><li>• Staff to computer ratio  Ranges 1:1 for technical staff and 1:10 support staff</li></ul>	
2	Connectivity and technology	<ul style="list-style-type: none"><li>• Internet bandwidth available within the</li></ul>	

	infrastructure	<p>institution</p> <ul style="list-style-type: none"> <li>• ICT infrastructure <ol style="list-style-type: none"> <li>1. Office automation(turn around time for business processes)</li> <li>2. Centralized user authentication</li> <li>3. Electronic Document management system(EDMS) in use</li> <li>4. LAN installed</li> <li>5. WAN installed</li> <li>6. Centralized user authentication within the LAN/WAN</li> <li>7. No of enterprise wide systems/ERP's in operation</li> <li>8. % institutional data which has been digitized and is accessible against total number of manual records.</li> <li>9. ICT security measures in place i.e. use of biometric security features, antivirus updates, data back etc</li> <li>10. Adoption and usage of Voice Over Internet(VoIP)</li> <li>11. % of staff who have access to broadband internet in the workplace.</li> </ol> </li> </ul>	
3.	Consumer Business and adoption	<ul style="list-style-type: none"> <li>• Institutional website with the following features: <ol style="list-style-type: none"> <li>1. Interactive</li> <li>2. Navigable</li> <li>3. Feedback response</li> <li>4. Updates</li> </ol> </li> <li>• Automation of core public services (e-services) for citizens, business, employees and government.</li> <li>• On-line annual customer service rating of services (e-services) to ascertain feedback from the recipients of the service.</li> <li>• Service Delivery channels utilized(methods used by MDA's to provide services e.g. SMS, Unstructured supplementary service Data(USSD),portal services, Interactive Voice Response Systems(IVRS)</li> <li>• Cost savings through delivery of e-services</li> <li>• No of services hosted in government infrastructure(GDC)</li> </ul>	
4.	Social and cultural environment	<ul style="list-style-type: none"> <li>• An institutional measure of ICT literacy has been adopted(e-government will provide independent ICT assessments for comparisons)</li> <li>• % of staffs who are ICT literate or have undertaken ICT training.</li> <li>• ICT trainings implemented as per ICT strategy</li> </ul>	

		<ul style="list-style-type: none"> <li>• % of staff with disabilities who have access to ICT</li> <li>• ICT service delivery options for clients with disabilities.</li> </ul>	
5.	Legal Environment	<ul style="list-style-type: none"> <li>• Institutional ICT policy developed and implemented</li> <li>• Institutional arrangements for protection and privacy of data in place</li> <li>• % of staff who have signed the company security compliance agreement</li> <li>• No. of electronic payment systems rolled out.</li> </ul>	
6.	Other factors	<ul style="list-style-type: none"> <li>• Range of information systems in use.</li> </ul>	

- 3.1. The survey should cover the entire organization.
- 3.2. Provide a detailed work plan with time lines on how the survey will be carried out.
- 3.3. The survey must meet ICT international standards.

#### **4.0. REQUIREMENTS AND CONDITION OF ELIGIBILITY**

- 4.1. The contractor will be required to provide a work plan detailing all the activities and schedule for completing all deliverables, tasks, subtasks or other work elements required by the specific scope of work to be carried within a specific duration. Indicate how The Nursing Council of Kenya will be involved during the activity.
- 4.2. A brief description of the firm/organization, including how long the company has been in the business, a brief description of the company size ,outline of recent activities carried out in the last three years of similar nature, etc.
- 4.3. The firm should have carried out at least Three (3) similar assignments in the recent past.
- 4.4. Provide at least 3 references from current (very recent) clients for which you provided or undertook similar assignments.

- 4.5. Have undertaken similar consultancies in the last 1 year. (Reference).
- 4.6. Provide proof of capacity to provide consultancy services procured.
- 4.7. Provide curriculum vitae of the key personnel who will handle the consultancy. The lead consultant must have a relevant master's degree, while the other consultants must have relevant bachelor's degree.

## **5.0. STATUTORY REQUIREMENTS**

- 5.1. Be registered as a company and provide proof of the same.
- 5.2. Have a VAT and PIN registered by KRA and provide proof of the same.
- 5.3. Be Tax Compliant for the year 2015.
- 5.4. Provide details of Current Trade License No/ county

## **6.0. COST PROPOSAL**

The consultant is expected to provide details of the proposed fee. Prices should reflect the different types of resources envisaged including transport costs on branch offices, where applicable, for approval. The Financial Proposal should incorporate prices calculated on a basis of Taxes Paid. All prices should be quoted in Kenya shillings.

## **7.0. PAYMENT**

Payments for the consultancy will be as per the terms agreed upon.

## **8.0. DURATION**

**Maximum of one month (1month)** from the time the contract is awarded.

## **9.0 BID SELECTION CRITERIA**

All bids will be subjected to an evaluation based on Quality-Cost Based Selection. There will be both technical and financial evaluation.

Technical evaluation will equate to 80 % while financial evaluation will be 20 %.

The Technical Evaluation team will set forth a criteria based on the following:

1. Bidders overall technical capabilities based upon demonstrated experience, past performance and reliability; the bidder is expected to have at least one year's experience of work of similar nature.
2. Adequacy of the proposed solution
3. Client references for Contracts of a similar nature.
4. Proposal preparation, thoroughness and responsiveness to the requirements/conditions.

### **Financial Evaluation**

The Bidder financial score will be calculated as lowest Bidder's quotation X 20 % Bidder's Quotation.

Overall score=Technical Evaluation Score + Financial Evaluation Score

### **Quality-Cost Based Selection.**

The Bidder who scores the highest score will be awarded the contract.

## **10.0 SUBMISSION OF THE TENDER DOCUMENTS**

The completed tender documents should be put in a sealed envelope clearly marked:

**"BID FOR CONSULTANCY FOR THE NURSING COUNCIL OF KENYA  
ICT AUTOMATION SURVEY"**