



## NURSING COUNCIL OF KENYA

REQUEST FOR PROPOSALS (RFP) FOR THE SUPPLY, INSTALLATION, IMPLEMENTATION, TESTING,  
TRAINING AND COMMISSIONING OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

TENDER NO: IT/ERP/RFP02/2016

CLOSING DATE: 11<sup>TH</sup> APRIL 2016

THE REGISTRAR  
NURSING COUNCIL OF KENYA  
P.O BOX 20056 – 00200 NAIROBI  
TEL: 020 3873556 | 0721920567 | 0733924669  
[www.nckeny.com](http://www.nckeny.com)

## TABLE OF CONTENTS

INTRODUCTION.....	3
SECTION I: INVITATION TO TENDER.....	5
SECTION II: INSTRUCTIONS TO BIDDERS.....	6
SECTION III: TECHNICAL PROPOSAL.....	9
SECTION IV: FINANCIAL PROPOSAL.....	11
SECTION V: SUBMISSION AND EVALUTION.....	12
SECTION VI: TERMS OF REFERENCE.....	17
STANDARD FORMS.....	23

## INTRODUCTION

The Nursing Council of Kenya (NCK) is a statutory body established by the Nurses Act Cap 257 of the Laws of Kenya to ensure the delivery of safe and effective nursing care to the public through quality education and best practice. It is the only professional regulatory body for all cadres of nursing and midwives in Kenya.

With a vision to be a world class regulatory body for maintaining standards of nursing education and practice, the functions of the Council are:

- i. to establish and improve standards of all branches of the nursing profession in all their aspects and to safeguard the interests of all nurses
- ii. to establish and improve the standards of professional nursing and of health care within the community
- iii. with the approval of the Minister, to make provision for the training and instruction for persons seeking registration or enrolment under the Nurses Act
- iv. with the approval of the Minister, to prescribe and regulate syllabuses of instruction and courses of training for persons seeking registration or enrolment under the Nurses Act
- v. to recommend to the Minister institutions to be approved institutions for training of persons seeking registration or enrolment under the Nurses Act
- vi. with the approval of the Minister, to prescribe and conduct examinations for persons seeking registration or enrolment under the Nurses Act
- vii. to prescribe badges, insignia or uniforms to be worn by persons registered, enrolled or licensed under the Nurses Act
- viii. to have regard to the conduct of persons registered, enrolled or licensed under the Nurses Act, and to take such disciplinary measures as may be necessary to maintain a proper standard of conduct among such persons
- ix. to have regard to the standards of nursing care, qualified staff, nursing commodities, facilities, conditions and environment of health institutions, and to take such disciplinary or appropriate measures as may be necessary to maintain a proper standard of nursing care in health institutions
- x. to direct and supervise the compilation and maintenance of registers, rolls and records required to be kept under the Nurses Act
- xi. to advise the Minister on matters concerning all aspects of nursing

The NCK has its headquarters in Nairobi, with zonal offices/units at Mombasa, Meru, Marsabit, Eldoret, Kisumu, Lodwar and Garissa. The Council also has trade facilitation officers stationed at Jomo Kenyatta International and Eldoret Airports.

### **Objective of the RFP**

NCK is in the process of implementing an integrated Enterprise Resource Planning system (ERP) to efficiently manage its operations. The purpose of this document is to solicit proposals for the supply and implementation of an integrated ERP software solution for NCK, including re-engineering of the proposed software business processes to be in line with the established internal processes.

Prospective bidders are requested to propose the best and most cost-effective solution to meet NCK requirements, while ensuring quality of service. In addition, the proposed ERP should be scalable to accommodate the current and envisioned future growth of the Council.

## SECTION I: INVITATION TO TENDER

TENDER REF NO: IT/ERP/RFP02/2016

TENDER NAME: SUPPLY, INSTALLATION, IMPLEMENTATION, TESTING, TRAINING AND COMMISSIONING OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

- 1.1 Nursing Council of Kenya (NCK) invites sealed tenders from eligible bidders for the supply, installation, implementation, testing, training and commissioning of an Integrated Enterprise Resource Planning (ERP) System.
- 1.2 Interested eligible candidates may obtain further information from and inspect the tender documents at NCK, Procurement Office located on the Ground Floor, NCK Plaza, Kabarnet Lane off Ngong Road during normal working hours (8.00am to 5.00pm, Monday to Friday)
- 1.3 The request for proposal (RFP) includes the following
  - Section I - Invitation to Tender
  - Section II - Instructions to Bidders
  - Section III - Technical Proposal
  - Section IV - Financial Proposal
  - Section V - Submission and Evaluation
  - Section VI - Terms of reference
- 1.4 A complete set of tender documents may be obtained by interested bidders upon payment of a non-refundable fee of Kshs 2000/= in cash to account No. 01136098613400, Cooperative Bank of Kenya, Kibera branch.
- 1.5 There will be a pre-bid conference to be held on 22/03/2016 at 11:00am at the Examination Board Room 1st Floor NCK Plaza.
- 1.6 Completed tender documents are to be enclosed in plain sealed envelopes, marked with the tender number and tender name and be deposited in the Tender Box in the Ground Floor, NCK Plaza and addressed to:

The Registrar,  
Nursing Council of Kenya,  
P.O. Box 20056-00200 Nairobi,  
so as to be received on or before 11/04/2016 at 10.00 a.m.
- 1.7 Tenders will be opened thereafter on the same day in the presence of the bidders or bidder's representatives who choose to attend the opening on 11/04/2016 at 11:00am at the Examination Board Room 1st Floor NCK Plaza.

**REGISTRAR**

## SECTION II: INSTRUCTIONS TO BIDDERS

### **1.8 Eligible Bidders**

- 1.8.1 Bidders must be recognized ERP solution providers/partners with a wide experience in ERP development and roll out.
- 1.8.2 The procuring entity's employees, committee members, board members and their relatives (spouse and children) are not eligible to participate in the tender.
- 1.8.3 Bidders shall provide the qualification information statement that the bidder (including all members of a joint venture and subcontractors) 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 the Council to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods and services under this invitation for tenders.
- 1.8.4 Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices.

### **1.9 Bidding Guidelines**

- 1.9.1 Bidders shall bear all costs associated with the preparation and submission of its proposal and the Council will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
- 1.9.2 The price to be charged for the tender document shall not exceed Kshs 2,000/=-.
- 1.9.3 Bidders should familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain firsthand information on the assignment and on the local conditions, bidders are encouraged to liaise with the NCK regarding any information that they may require before submitting a proposal, and to attend the pre-bid conference.
- 1.9.4 All the forms in the Bidding Document must be completed.
- 1.9.5 Bidders are expected to examine all instructions, forms, terms and specifications in the tender documents. Failure to furnish all information required in accordance with the tender documents or submission of a proposal not substantially responsive as per the tender documents in every respect will be rejected.

### **1.10 Clarification and amendment of documents**

- 1.10.1 Bidders requiring any clarification of the tender documents may notify the Council in writing or by post at the address indicated in the Invitation to Tender. The Council 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 tenders. Written copies of the response (including an explanation of the query but without identifying the source of inquiry) will be sent to all bidders that have received the tender document.
- 1.10.2 At any time before the submission of proposals, the Council may for any reason, whether at its own initiative or in response to a clarification requested by a bidder, amend the RFP. Any amendment shall be issued in

writing through addenda. Addenda shall be sent by mail or post to all bidders and will be binding on them. The Council may at its discretion extend the deadline for the submission of proposals.

## **1.11 Preparation of Responses**

- 1.11.1 The bidder's proposal, as well as all correspondence and documents relating to the tender exchanged by the bidder and the Council, shall be written in English language.
- 1.11.2 In preparing the Technical Proposal, bidders 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.
- 1.11.3 The Technical Proposal shall provide the following information using the attached Standard Forms;
- A brief description of the firm's organization and an outline of recent experience on assignments of a similar nature. For each assignment the outline should indicate inter alia, the profiles of the staff proposed, duration of the assignment, contract amount and firm's involvement.
  - Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by the Client.
  - A detailed description of the methodology describing in detail solutions to achieving all the system modules indicated in the Terms of Reference (SECTION VI) and work plan for performing the assignment.
  - The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member and their timing.
  - 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 five (5) years.
  - Estimates of the total staff input (professional and support staff staff-time) needed to carry out the assignment supported by bar chart diagrams showing the time proposed for each professional staff team member.
- 1.11.4 The Technical Proposal shall not include any financial information.
- 1.11.5 The Financial Proposal shall provide pricing information using the attached Standard Forms. The bidder to provide a financial summary of their proposal clearly indicating total bid price inclusive of applicable taxes. Prices quoted by the bidder must be fixed and valid throughout the bidder's performance of the contract and not subject to any change.
- 1.11.6 Bidders shall provide a bid bond of 2% of their quoted price.
- 1.11.7 Unsuccessful bidder's bid bond will be discharged within fourteen (14) days after the expiration of the period of bid validity as prescribed by the Council.
- 1.11.8 The successful bidder's bid bond will be discharged upon the bidder signing the contract, and completion of the assignment.
- 1.11.9 The bid bond may be forfeited if a bidder withdraws the bid after opening of the bids during the period of the bid validity, or if the successful Bidder fails to sign the contract or furnish a performance bond within the stipulated period.

1.11.10 Bids shall remain valid for a period of 120 days from the date of from the date of opening of the tender.

1.11.11 Bidders shall organize their technical and financial proposals and insert a table of contents as outlined in Section III and IV below and bind (ring bind or similar method) their documents. Bidders shall verify page numbers of their proposals, complete and sign by an authorized representative all mandatory response documents and initial all pages, drawings and brochures which are included in the proposals. The Council will not accept liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

## **1.12 Bidders Eligibility and Qualifications**

1.12.1 Pursuant to paragraph 2.1 the bidder shall furnish, as part of its tender, documents establishing the bidder's eligibility to tender and its qualifications to perform the contract if its proposal is accepted.

1.12.2 The documentary evidence of the bidder's qualifications to perform the contract if its proposal is accepted shall be established to the Council's satisfaction;

- That, in the case of a bidder offering to supply goods under the contract which the bidder did not manufacture or otherwise produce, the bidder has been duly authorized by the goods' manufacturer or producer to supply the goods;
- That the bidder has been in operation as a supplier and/or installer of Enterprise Resource Planning and/or Integrated Information Management Systems of this kind for a minimum period of five (5) years and has implemented similar assignments with government institutions in Kenya within the period.
- The bidder has provided a copy of certification/authorization from the manufacturer or distributor to do business as an authorized vendor for the proposed solution.
- The bidder has submit at least five (5) reference sites where, installation and commissioning of a similar enterprise resource planning system has been done, that best illustrate ability to carry out this assignment.
- That the bidder has the financial, technical, and production capability necessary to perform the contract;



## SECTION III: TECHNICAL PROPOSAL

### 1.13 Format

Bidders must provide their proposals in the format given below and the attached standard forms:-

#### 1.13.1 Section 1: Standard Documents and Forms

- a) Completed Technical Proposal Submission Form
- b) Completed Confidential Business Questionnaire Form
- c) Mandatory/Statutory Requirements dully attached
- d) Audited accounts for the last three years (For clarity, the past three years refers to the last three continuous audited periods of the bidder including or immediately preceding the year referenced in the issue date of this tender)
- e) Provide evidence of adequacy of working capital for this contract e.g. balance sheet, access to line(s) of credit or availability of financial means, with an Annual Turnover of at least Kshs 25 Million
- f) Valid certification/authorization from the software solution manufacturer/distributor
- g) Information regarding any litigation, current or during the last five years, in which the bidder is involved, the parties concerned and disputed
- h) Executive Summary
- i) Company Background
- j) Portfolio and Trade references
- k) Performance/Bid Bond
- l) Qualification information statement that the bidder (including all members of a joint venture and subcontractors) 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 the Council to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this invitation for tenders.

#### 1.13.2 Section 2: Hardware & Software Requirements

The following components should be identified:

- a) Hardware Requirements
- b) Operating System Requirements
- c) Database System Requirements
- d) Utility Requirements (other components required for the system to function properly)
- e) The Software Solution Proposed
- f) Installation requirements
- g) Availability of source code/updates

#### 1.13.3 Section 3: Installation and Implementation

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

- a) Description of the project implementation methodology including:
  - Data conversion and migration plan
  - Report development
  - User training and knowledge transfer
  - Change management procedures and process re-engineering approach
  - System documentation, manuals and testing
- b) Project Personnel Plan - Team composition and task assignments

- c) Qualifications and experience of key management and technical personnel
- d) Proposed work plan and activity schedule

1.13.4 **Section 4: Maintenance and Support Requirements**

For maintenance and support requirements, identify the following sections:

- a) Maintenance Service Level Agreement
- b) Supplier maintenance support facilities
- c) License requirements
- d) Future upgrades

## SECTION IV: FINANCIAL PROPOSAL

### **1.14 Preparation of the Financial Proposal**

- 1.14.1 In preparing the Financial Proposal, bidders are expected to take into account the requirements and conditions outlined in the RFP documents.
- 1.14.2 The bidder shall indicate on the appropriate Standard Forms the unit prices and total tender price of the goods and services it proposes to supply under the contract.
- 1.14.3 The Financial Proposal should clearly identify as a separate amount all costs including, the taxes, duties, fees, levies and other charges imposed under the law, unless specified otherwise.
- 1.14.4 The bidder shall express the price of their services in Kenya Shillings.
- 1.14.5 Prices quoted by the bidder shall be fixed during the performance of the contract and not subject to variation on any account.
- 1.14.6 The Financial Proposal shall be signed by an authorized representative and initialed on all pages.

### **1.15 Format**

- a) Completed Technical Proposal Submission Form
- b) Completed Summary of Cost
- c) Completed Detailed Breakdown of Cost

## SECTION V: SUBMISSION AND EVALUATION

### **1.16 Submission, Receipt, and Opening of Proposals**

- 1.16.1 The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the proposal.
- 1.16.2 All pages of the proposal, except for unnamed printed literature shall be initialed by the person or persons signing the tender. It shall contain no interlineations, erasures, or overwriting, except as necessary to correct errors made by the person or persons signing proposals. Any such corrections must be initialed by the persons or person authorized to sign the proposals.
- 1.16.3 For each proposal, the bidder shall prepare two (2) copies. Each Technical Proposal and Financial Proposal shall be marked "ORIGINAL" or "COPY" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original shall govern.
- 1.16.4 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, tender title and name and be clearly marked, "DO NOT OPEN, EXCEPT IN PRESENCE OF THE OPENING COMMITTEE."
- 1.16.5 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Invitation to Tender. Any proposal received after the closing time for submission of proposals shall be returned to the respective bidder unopened.
- 1.16.6 The Council may, at its discretion, extend the deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.3, in which case all rights and obligations of the Council and candidates previously subject to the deadline will have therefore be subject to the deadline as extended.
- 1.16.7 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the opening committee, in the presence of bidders' representatives who choose to attend, at the time and location specified in the Invitation to Tender. The Financial Proposal shall remain sealed and deposited with a responsible officer of the client department up to the time for public opening of financial proposals.
- 1.16.8 The bidders' names, tender modifications or withdrawals and such other details as the Council, at its discretion, may consider appropriate, will be announced at the opening.
- 1.16.9 The Council will prepare minutes of the Tender Opening.
- ### **1.17 Modification, Withdrawal and Termination**
- 1.17.1 The Council may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

1.17.2 The Council shall give prompt notice of the termination to the bidders and on request give its reasons for termination within 14 days of receiving the request from any bidder.

1.17.3 The bidder 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 the Council prior to the deadline prescribed for submission of tenders.

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

### **1.18 Clarification of Tenders**

To assist in the examination, evaluation and comparison of tenders the Council may, at its discretion, ask the bidder 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.

### **1.19 Evaluation of Bids**

1.19.1 The Council will only consider bids from recognized ERP solution providers or recognized software developers. Proof of similar assignments done shall be a requirement.

1.19.2 The Council reserves the right to review the user and technical documentation for the proposed ERP at a bidder's nominated site to verify compliance with the Technical Specifications.

1.19.3 The Council 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 and conditions.

1.19.4 The Council 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(s) in accordance with Public Procurement regulation, 2006.

1.19.5 A two stage procedure will be adopted in evaluating the proposals with the technical evaluation being completed prior to the opening of financial proposals that will have met the evaluation criterion and cut off points.

1.19.6 The weight given to the technical and financial proposals will be 80 points and 20 points respectively. Only technical proposals scoring/attaining 75% and above will be considered responsive and their financial proposals will be opened and evaluated as outlined below:-

#### **Technical Proposal Evaluation**

1.19.7 The evaluation committee appointed by the Council shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria as follows:

##### **1.19.7.1 Mandatory/Statutory Documents Criteria**

Bidders must comply with the requirements listed in Section 3.1.1. Only bidders meeting the mandatory criteria will be advanced to Phase II. Failure to have all the documents shall lead to rejection of proposal.

#### 1.19.7.2 Phase II

- 1 Details of bidder's ERP experience in Kenya (minimum 5 years) (10 points)
- 2 The adequacy of the proposed methodology to the response of the Terms of Reference (Maximum 10 points)
- 3 The suitability of the proposed Work plan (10 points)
- 4 Details of proven experience in related assignments in government institutions (at least 3) (20 points)
- 5 Details of ERP implementation experience of the proposed staff (10 points)

Bidders must attain the mark of 55 points to proceed to the third phase.

#### 1.19.7.3 Phase III

Bidders qualifying in Phase II above will be invited to conduct a Proof of Concept (POC) Presentation. The POC will be used to determine how the solution complies with system requirements.

- 1 Adequacy of the Demo for the proposed prototype (20 points)

##### Risk Assessment

In addition to the POC presentation, all bids qualifying from Phase III above shall undergo a risk assessment based on the following:

- 2 Any aspects that emanate from the bidders individual responses
- 3 Any information received from past references

The Council may disqualify bids based on the outcome of the Risk Assessment and Proof of Concept.

1.19.7.4 Due to the importance attached to the suitability of the key experts listed for this assignment, their substitution after the assignment without written authority of the employer may lead to the cancellation of the contract. Any replacement must be with similar qualification/experience or better and should be approved by the Council.

##### Financial Proposal Evaluation

1.19.8 Bidders whose technical proposals will have met technical evaluation criterion described in (2.10.6) above 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.

1.19.8.1 The Financial Proposals shall be opened publicly in the presence of only the Technically Responsive bidder's representatives who choose to attend. The name of the bidding firm, the technical Scores and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Council shall prepare minutes of the public opening.

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

1.19.8.3 The lowest cost proposal will be awarded 20 points. Other proposals will be awarded proportionate points as per the following formula

$$\frac{\text{Lowest cost} \times 20}{\text{Proposal cost}}$$

1.19.9 **Overall Ranking**

The overall ranking will be computed as follows:

$$(0.8 \times \text{points scored on technical score}) + (0.2 \times \text{Points score on financial proposal}).$$

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

**1.20 Negotiations**

1.20.1 Negotiations will be held at the Nursing Council of Kenya offices. The aim is to reach an agreement on all points and sign a performance contract. Negotiations will include a discussion of the technical proposal, the proposed methodology and work plan, staffing and any suggestions made by the bidder to improve the terms of reference.

1.20.2 The financial negotiation will include issues to do with cost and clarification (if any). The negotiations will culminate with the signing of a contract. If negotiations fail, the Council will be at liberty to invite the firm whose proposal received the second highest combined score.

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

**1.21 Proposal Validity**

The proposal must remain valid for 120 days from the date of opening of the tender. During this period, the bidder is expected to keep available, at his own cost the professional staff proposed for the assignment. The Council will make its best effort to complete negotiations within this period. If the Council wishes to extend the validity period of the proposals, the bidders shall agree to the extension.

**1.22 Award of Contract**

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

1.22.2 The selected bidder is expected to commence the assignment on the date and at the location agreed during negotiations.

1.22.3 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.

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

1.22.5 The Council shall give prompt notice of the termination to the bidders and on request give its reasons for termination within 14 days of receiving the request from any bidder.

1.22.6 To qualify for contract awards, the bidder shall have the following:

- Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured
- Legal capacity to enter into a contract for procurement
- 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
- Shall not be debarred from participating in public procurement

### **1.23 Signing of contract**

The contract for this assignment will be concluded after negotiations and shall be signed between the Nursing Council of Kenya and the winning bidder.

### **1.24 Confidentiality**

1.24.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the winning bidder has been notified of award of the Contract.

### **1.25 Corrupt or fraudulent practices**

1.25.1 The Council requires that the bidders observe the highest standards of ethics during the selection and award of the contract and also during the performance of the assignment.

1.25.2 The Council will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

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



## SECTION VI: TERMS OF REFERENCE

### 1.26 Introduction

The Nursing Council of Kenya is a statutory body under the Ministry of Health mandated to regulate nursing education and practice in Kenya. The Council fulfills its mandate through the following departments:

Education and Research

- 1) Education
- 2) Examination
- 3) Registration and Licensing
- 4) Standards, Discipline and Ethics
- 5) Finance
- 6) Procurement
- 7) Human Resources
- 8) ICT

### 1.27 Current Status

The Council has a moderate I.T. infrastructure that includes a Cat 6 Structured Cable based local area network (LAN), Wireless LAN, Modern desktop computers, Laptops, iPads, Printers and Network Servers. The end-users are connected to the Window based LAN and Windows server active directory based domain controller. The hardware include modern servers. The network security is centrally controlled by hardware firewall system. The Internet connectivity has Fibre Optic Network Backbone is terminated on Cisco Router.

The ICT department provides end-user support to all other departments within Council. Processes within the technical departments are computerized and fully integrated through the Regulatory Human Resource Information System (rHRIS). In addition, the Council runs its online services on a hosted cloud environment and utilizes bulk SMS and Email Platforms to communicate to its clients. Processes within the business support departments however, are mainly manual coupled with the use of spreadsheets.

As part of our corporate ICT strategy therefore, the Council seeks to acquire a an Integrated ERP System to enhance financial management, supply chain management, human resource management, workflow and communication efficient service delivery.

### 1.28 Objective of the Assignment

To enhance service delivery the Council desires to:

- i. To acquire and implement a genuine licensed modern Enterprise Resource Planning System and a database management system. It is envisaged that the ERP will be available to internal users at headquarters, zonal offices/units and ports of entry through a web portal (Intranet and Internet based access).
- ii. Enhance the ability to support management decision-making based upon access to accurate and timely financial and operational information and reports from the ERP system and database system business intelligence reports;
- iii. Improve efficiency and minimize costs by providing flexible, integrated systems that eliminate the need for redundant data entry for effective operational control;
- iv. Facilitate corporate communication and sharing of information electronically throughout the Council to improve all aspects of customer service delivery;
- v. Ensure that NCK users and IT administrators are suitably trained and equipped in the usage and support of the ERP.

- vi. Provide post implementation support services

### 1.29 **Scope of Implementation Work required**

The Scope of work entails and not limited to implementation of the following:

- 1) Supply, Installation / Implementation, Customization, Training, Testing and Commissioning of the Enterprise Resource Planning System (ERP) Software application for all Modules and functionalities required.
- 2) Supply, Installation and commissioning of genuine licensed ERP Database System and related software utilities and add-ons
- 3) Supply of Licenses for Database system and ERP Systems
- 4) Project Implementation Services
  - a. Implementation and customization of various modules and reports
  - b. User Acceptance Testing (UAT)
  - c. Data Migration from current data formats
  - d. Training – For Administrators, Senior Users and all other end Users
  - e. Test & Live Implementation
  - f. Launch and Go Live hand holding support
  - g. System Documentation and User manual Documents
  - h. Integration with the rHRIS and other systems in use
- 5) Provision of ERP Security, Backup and Replication server setup for availability
- 6) Post Implementation Services
  - a. Annual Technical Support (ATS) for Application Software and Users (First 1 year must be provided as part of proposal )
  - b. Additional Customization, add-ons setup and upgrade rollout
  - c. Supply of additional Licenses for Packaged Solution Modules
  - d. Warranty for the ERP System and Database system supplied

### 1.30 **Summarized ERP Requirements**

Key Functional areas to be automated: Key Modules

- 1 Financial and Sales Management
- 2 Supply Chain management (Procurement Services) and Inventory Management
- 3 Human Resources Management including Payroll Services with web based Employee Self Service
- 4 Process Management Workflow and Alerts
- 5 Business Intelligence BI, Analytics and Reporting
- 6 Corporate Communications
- 7 General Administration and IT Helpdesk
- 8 Integration with Regulatory Processes

### 1.31 **ERP Key Features & Modules**

A comprehensive ERP business management solution making allowance for government procedures, web based and supports workflow with enhanced graphical user interface for simplicity and ease of use.

An integrated adaptable and scalable ERP solution that fully supports enterprise wide Processes and functionality.

### Other Key Features

- 1 Intuitive graphical interface for a short learning curve
- 2 Network ready with multi-user password control
- 3 Web Based
- 4 Employee Self Service
- 5 Email and SMS Integration
- 6 Process Workflow, Alerts and embedded Document attachment
- 7 Business Intelligence BI, Analytics and Reporting

### Detailed Modules and Features

Below is a list of key minimum desired Modules and Features (not exhaustive):

#### **Financial Management:**

- General Ledger and Chart of Accounts Setup
- Accounts Payables
- Accounts Receivables
- Bank Management and Setup
- Bank Reconciliation
- Vendor Check Runs, ageing Analysis and Electronic Payments
- Budgeting with Revisions and Approvals
- Project & Vote Budgeting
- Dynamic planning, budgeting and forecasting
- Cost Center Management - Product, Activity Based Costing
- Invoicing , Receipting and payment Vouchers management
- Imprest Management Modules (Imprest Issuance and Surrender ) with web application
- Petty Cash Management Modules (Petty Cash Issuance and Surrender)
- Expense Management, Business policies and Expense rules
- Workflow and Embedded Document Management and Journal Approvals
- Workflow for multi-level expense approvals
- Employee web portal for expense entry
- Ability to attach and view expense receipts and Invoices
- Tax computation and remittance
- Multicurrency transactions
- Financial Reports including statutory and MIS Reporting

#### **Fees & Sales Management:**

- Point of Sale
- Sales Order Management - Quotations and Order Processing
- Pricing Management
- Customer Management including integration with rHRIS
- Fees management and integration to business transaction gateways (Banking, Mpesa, National Electronic Single Window System (KESWS))

#### **Procurement (Supply Chain) Management:**

- Vendor Management & Vendor Records
- Web based Purchase Requisitions

- Vendor RFQ and Quotes
- Workflow for Requisition and Purchase Approvals
- Automated Purchase Orders and integration with GL and budget
- Procurement Master Planning
- Vendor Managed Inventory
- Automated Vendor notifications
- Contract Management
- Automated 3 way matching of Purchase Orders, Invoice and Goods Receipt Note
- Vendor Statistics and Performance Management
- E-Procurement web based interface and ability to generate e-procurement reports

**Inventory Management:**

- Item Master configuration with Attributes and SKUs
- Stock reconciliation
- Dispatch
- Item Dimensions including Lot Number, Batch, Serial Number and Location control
- Min Max and Requirements Management
- Commodity classifications
- Inventory Costing including LIFO, FIFO, Standard Costing,
- Web based Requisitions & issues
- Disposal Management
- Reports

**Fixed Assets Managements**

- Track Fixed Asset
- Asset details
- Multiple Depreciation methods
- General Ledger and Accounts Payable Integration
- Reports

**Service Management:**

- Set up and Manage Services agreements
- Service Orders & Services Tasks
- Maintenance and Repairs Management

**Human Resource Management:**

- Basic Organization Information Identification numbers
- Recruitment process
- HR planning process
- Personal records
- Employee Self Service Portal
- Web Based Leave Management
- Employee Performance and Appraisals
- Staff Training process, planning and data management
- Succession planning

- Absence Management
- Pension, and insurance
- Grievance Handling and Disciplinary process
- Employee welfare management
- Employee Termination and Exit Process
- Loan administration
- Organizational structure
- MIS Reports with export to various text / spreadsheet formats
- Payroll and benefits management
  - Network ready with multi-user password control
  - Intuitive graphical interface for a short learning curve
  - User defined earnings and deductions
  - User defined PAYE, NSSF and NHIF rates
  - Multiple Loans and Savings ledgers
  - Fast posting with automatic payroll calculation
  - Entry of hours and/or days worked over flexible payment period
  - Intelligent carrying forward of payroll transactions
  - Lump sum tax calculation
  - Monthly PAYE, NSSF and NHIF export files and listings
  - P9A, P10, P10A Tax returns and other related docs
  - Payroll with Pay slips, Sacco Deductions and Reports
  - Multiple payroll summary, payment reports and payslip formats
  - Integration with Financial management System / GL Integration
  - Integrated and Accessible Via Employee Self Service

#### **Workflow and Alerts**

- Document management
- Document Access Control
- Workflow Configuration and Management
- Alerts

#### **Project Management, Performance Management and Project Accounting**

- Projects and Vote Book Management
- Time and Expense Tracking to Projects
- Time Sheet
- Performance management and Reporting
- Web Portal for Project Management and Project Data Entry
- Reports

#### **Reporting and Business Intelligence**

- Custom Reports and Reporting Services
- Business Intelligence and Analytics – Weekly, Monthly, Quarterly, Annual
- Integration with other corporate applications generating data
- Dashboard with Top level Graphical Analytics including forecasting

### **Corporate Communications**

- Events calendar
- Contact Management and Classification,
- Task management,
- Outlook client integration
- Complains Handling interaction
- Document Management
- Mail logging for MS Exchange, Service

### **ICT/Systems Administration Management**

- Security Administration including application of security filters and privileges
- Help desk
- Incident reporting, ticketing and support
- System Administration
- Database Management
- User Setup and Administration
- Role Administration
- Workflow Configuration and Management
- Audit Trails, Archiving
- Automated backups and Restore
- Reporting

### **Integration with Regulatory Processes**

- Ability to integrate with the rHRIS in use and management of the following processes:
  - Student indexing
  - Dispatch of educational materials to training institutions and inventory management
  - Exam applications
  - Management of exam centers and exam administration
  - Registration of nurses, renewal of licenses
  - Registration of nursing commodities, licensing and renewals
  - Management of traders and permits

# STANDARD FORMS

## FORM TPI: Technical Proposal Submission Form

[ON LETTERHEAD OF THE BIDDER]

Date:

Subject: Technical Proposal Submission Form

The Registrar  
Nursing Council of Kenya  
NCK Plaza, Kabarnet Road off Ngong Road  
P.O. Box 20056 – 00200  
Nairobi

Dear Sir/Madam,

We, the undersigned offer to provide the ERP in accordance with your Request for Proposal dated ..... and our proposal.

We are hereby submitting our proposal, which includes this Technical Proposal, and a Financial Proposal sealed under separate envelope.

If negotiations are held during the period of validity of the proposal, i.e. before..... we undertake to negotiate on the basis of this proposal.

Our proposal is binding upon us and subject to the modifications resulting from the contract negotiations.

We understand you are not bound to accept any proposal you receive and confirm we have no objection to your making enquiries regarding this proposal from our referees.

We remain

Yours sincerely,

[Authorized Signatory]

[Name and Title of Signatory]

[Name of Firm]

## FORM TP2: Confidential Business Questionnaire Form

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

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

NB. Attach Company Registration Certificate or Certificate of Incorporation, Valid Tax Compliance certificate from KRA, Valid Trade Licenses from NCC/ Municipal council, and VAT Certificate with this form.

### Part 1 – General

Business Name: \_\_\_\_\_

*[Attach Copy of Registration Certificate/Certificate Incorporation]*

Location of business premises \_\_\_\_\_ Tel. No \_\_\_\_\_

Plot No \_\_\_\_\_ Street/Road \_\_\_\_\_

Postal Address \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

Mobile No's \_\_\_\_\_ Website \_\_\_\_\_

Nature of Business \_\_\_\_\_

Registration Certificate No \_\_\_\_\_

Current Trade License (from Local Authority) No \_\_\_\_\_ Expiring Date \_\_\_\_\_

*[Attach Copy of Valid Trade License]*

V.A.T No: \_\_\_\_\_

*[Attach Copy of V.A.T Certificate]*

Tax Compliance Certificate No: \_\_\_\_\_ Expiring Date \_\_\_\_\_

*(Attach Copy of Valid Tax Compliance from K.R.A.)*

Maximum value of business which you can handle at any one time: Ksh \_\_\_\_\_

Name of your bankers \_\_\_\_\_ Branch \_\_\_\_\_

Account No \_\_\_\_\_ Swift Code \_\_\_\_\_

### Part 2 (a) – Sole Proprietor

Your name in full \_\_\_\_\_ Age \_\_\_\_\_

Nationality \_\_\_\_\_ Country of origin \_\_\_\_\_

Citizenship details \_\_\_\_\_



**Part 2 (b) –Partnership**

Given details of partners as follows:

Name	Nationality	Citizenship Details	Shares in %
1. _____			
2. _____			
3. _____			

**Part 2 (c) –Registered Company**

Private or Public \_\_\_\_\_

State the nominal and issued capital of company-

Nominal KES \_\_\_\_\_

Issued KES \_\_\_\_\_

Given details of all directors as follows

Name	Nationality	Citizenship Details	Shares in %
1. _____			
2. _____			
3. _____			
4. _____			
5. _____			

Date \_\_\_\_\_ Seal/Signature of Candidate \_\_\_\_\_

Note - if a Kenya Citizen, indicate under “Citizenship Details” whether by Birth, Naturalization or Registration.

### FORM TP3: Bidder's Organization and Experience

#### A - Bidder's Organization

[Provide here a brief description of the background and organization of your firm/entity and each associate for this assignment.]

#### B - Bidder's Experience

Relevant Services carried for at least five organizations and details of work under way or contracted that best illustrate qualifications

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment.]

Firm's Name: \_\_\_\_\_

Assignment name:	Approx. value of the contract (in current Ksh.):
Country: Location within country:	Duration of assignment (months):
Name of Client: Key Contact Person and Telephone No.:	Total No. of staff-months of the assignment:
Postal Address: Physical Address:	Approx. value of the services provided by your firm under the contract (in current Ksh.):
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided by associated Bidders:
Name of associated Bidders, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

[Authorized Signatory]

[Name and Title of Signatory]

[Name of Firm]

[Date]

FORM TP4: Team Composition and Task Assignments

Managerial Staff		
Name	Position Task	Task
Technical Staff		
Support Staff		

FORM TP5: Curriculum Vitae (CV) for Proposed Professional Staff

Proposed Position:	
Name of Firm [Insert name of the firm proposing the staff]:	
Name of Staff [Insert full name]:	
Date of Birth:	
Nationality:	
Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:	
Membership of Professional Associations:	
Other Training: [Indicate significant training since degrees under and where obtained]:	
Countries of Work Experience: [List countries where staff has worked in the last ten years]	
Languages: [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]	
<p><b>Employment Record:</b> [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:</p> <p>From: [Year] _____ To [Year]: _____</p> <p>Employer: _____</p> <p>Positions held: _____</p>	
<p><b>Detailed Tasks Assigned</b> [List all tasks to be performed under this assignment]</p>	<p><b>Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned</b> [Among the assignments in which the staff has been involved, indicate the following Information for those assignments that best illustrate staff capability to handle the tasks listed]</p> <p>Name of assignment or project: _____</p> <p>Year: _____</p> <p>Location: _____</p> <p>Client: _____</p> <p>Main project features: _____</p> <p>Positions held: _____</p> <p>Activities performed: _____</p>

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member or authorized representative of the staff]

[Date:]

[Full name of authorized representative:]

### FORM TP6: Activity (Work) Schedule

[1<sup>st</sup>, 2<sup>nd</sup> etc, are months from the start of assignment)

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

**FORM FPI: Financial Proposal Submission Form**

[ON LETTERHEAD OF THE BIDDER]

Date:

Subject: Financial Proposal Submission Form

The Registrar  
Nursing Council of Kenya  
NCK Plaza, Kabarnet Road off Ngong Road  
P.O. Box 20056 – 00200  
Nairobi

Dear Sir/Madam,

We, the undersigned offer to provide the ERP in accordance with your request for proposal dated ..... and our proposal (Technical and Financial Proposals) our Attached Financial proposal is for the sum of .....only. This amount is exclusive of the local taxes, which we have estimated at .....only.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal i.e.....

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

We remain

Yours sincerely,

[Authorized Signatory]

[Name and Title of Signatory]

[Name of Firm]

**FORM FP2: Summary of Cost**

SN	ITEM (A)	PRICE (B)	VAT (C)	TOTAL (D) = (B) + (C)
	Enterprise Resource Planning (ERP) System			
	Database Software Licenses			
	Professional Fees for Implementation Services			
	Training Costs			
	Annual Licenses renewal Cost (1st one year after Commissioning)			
	Annual Maintenance (1st one year after Commissioning )			
	Any related hardware Cost			
	Other Costs			
	Total Price			

NB: The Total price in above should equal the price stated in the Financial Proposal Submission Form.

Annual Recurrent Licensing cost and maintenance cost must be stated and clearly indicated. Annual Licensing and Maintenance cost for the 1st one year after Commissioning will form part of total tender price.

[Authorized Signatory]

[Name and Title of Signatory]

[Name of Firm]



**FORM FP3: Detailed Breakdown of Cost**

NB: Bidders must provide a breakdown the price for all components of their proposal, clearly showing all applicable costs applicable taxes.

SN (A)	ITEM (B)	Type Model and Version	Country of Origin	QTY (C)	UNIT PRICE (D)	SUB TOTAL (E) = (C) x(D)	VAT (F)	TOTAL (G) = (E) + (F)

## FORM FP4: Performance Bond

To:

The Registrar  
Nursing Council of Kenya  
P.O. Box 20056-00200  
NAIROBI  
KENYA

WHEREAS [*name of bidder*] (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. [Reference number of contract] dated \_\_\_\_\_2016 to supply, install, implement, test, train users and commission an Enterprise Resource Planning (ERP) System,(hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with bank guarantee of 2% of the contract amount by reputable bank, the sum specified therein being bond for compliance with the Bidder's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidder a guarantee:-

THEREFORE we hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of [*amount of guarantee in words and figures*] and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without civil or argument any sum or sums within the limits of [*amount of guarantee*] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the conclusion of the first year after the date of acceptance by The Nursing Council of Kenya of the installation of the ERP system.

[Signature and seal of the Guarantors]

[Address]

[Date]