



NURSING COUNCIL OF KENYA

ADDENDUM I

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

APRIL 2016

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

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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 - Financial Proposal
 - Section IV - Submission and Evaluation
 - Section V - 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.

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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.

I.II Preparation of Responses

- 1.II.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.II.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.II.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 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.II.4 The Technical Proposal shall not include any financial information.
- 1.II.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.II.6 Bidders shall provide a bid bond of 2% of their quoted price.
- 1.II.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.II.8 The successful bidder's bid bond will be discharged upon the bidder signing the contract, and completion of the assignment.
- 1.II.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.II.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 1.14 and 1.32 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 1.8 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: FINANCIAL PROPOSAL

1.13 Preparation of the Financial Proposal

- 1.13.1 In preparing the Financial Proposal, bidders are expected to take into account the requirements and conditions outlined in the RFP documents.
- 1.13.2 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.
- 1.13.3 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.
- 1.13.4 The bidder shall express the price of their services in Kenya Shillings.
- 1.13.5 Prices quoted by the bidder shall be fixed during the performance of the contract and not subject to variation on any account.
- 1.13.6 The Financial Proposal shall be signed by an authorized representative and initialed on all pages.

1.14 Format

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

SECTION IV: SUBMISSION AND EVALUATION

1.15 Submission, Receipt, and Opening of Proposals

- 1.15.1 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.
- 1.15.2 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.
- 1.15.3 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.
- 1.15.4 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."
- 1.15.5 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.
- 1.15.6 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.
- 1.15.7 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.
- 1.15.8 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.
- 1.15.9 The Council will prepare minutes of the Tender Opening.

1.16 Modification, Withdrawal and Termination

- 1.16.1 The Council may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 1.16.2 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.
- 1.16.3 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.
- 1.16.4 No tender may be modified after the deadline for submission of tenders.

1.17 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.

1.18 Evaluation of Bids

- 1.18.1 The Council will only consider bids from recognized ERP solution providers or recognized software developers. Proof of similar assignments done shall be a requirement.
- 1.18.2 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.
- 1.18.3 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.
- 1.18.4 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.
- 1.18.5 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.
- 1.18.6 The weight given to the technical and financial proposals will be 80 points and 20 points respectively. Only technical proposals scoring/attaining 80% and above of the total technical score will be considered responsive and their financial proposals will be opened and evaluated as outlined below:-

1.19 Evaluation Process

The evaluation committee appointed by the Council shall evaluate the proposals on the basis of their responsiveness to the preliminary requirements and Terms of Reference, described in this RFP document as follows:

- 1.19.1 All proposals will first be evaluated on their compliance with the mandatory preliminary requirements of this Request for Proposal as listed in Section 1.20. Only bidders meeting the mandatory criteria will be advanced to Phase II. Failure to have all the documents shall lead to rejection of proposal.

Evaluation of Technical Proposal

- 1.19.2 The evaluation committee appointed shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria as described below.
- 1.19.3 All preliminary compliant proposals will be evaluated for technical compliance based on the specifications/terms of reference as shown below:
- 1.19.3.1 Each responsive (responsive to preliminary requirements) proposal will be evaluated on the mandatory technical requirements and a proposal shall be rejected at this stage if it is not responsive to any of the mandatory aspects of the system.

The rest of the technical requirements will be scored, including the demonstration of the proposed solution. (Bidders qualifying in above will be invited to demonstrate Proof of Concept (POC). The POC will be used to determine how the solution complies with system requirements.)

NB: Demonstration/POC

Compliant bidders will be requested to make a presentation of their proposal for clarification only. No alteration of the Bidder's submission will be permitted. Notification will be given to qualified bidders as to the time and place. The presentation shall be at the expense of the bidder.

- 1.19.3.2 The total score from this stage will be added to the score attained during demonstration of the proposed solution so as to give the total technical score (St). A proposal shall be rejected at this stage if it fails to achieve the indicated minimum technical score of 80% of the total technical score.
- 1.19.3.3 Due diligence will be done on the first 3 to 5 firms that attain the highest Total technical score (St) above the pass mark. The identified aspects will be scored on a yes/no basis. The firms that are responsive will proceed to financials.

1.20 Tender Qualification and Award

Any award to be made pursuant to this tender document will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the bidder's responsiveness to the tender documents and the total price quoted for all items covered by the tender documents.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a bidder or bidders:

1. Completion of all required responses in the correct format.
2. The extent to which the bidder's proposed solution fulfills the Council's stated requirements as set out in this RFQ.
3. An assessment of the bidder's ability to deliver the indicated service in accordance with the specifications set out in this tender document.
4. The bidder's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality bidder personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of bidder's proposal.

Tenders received will be evaluated in three stages as detailed below:

1. Stage 1: Compliance with Mandatory Preliminary Requirements
2. Stage 2: The Technical Evaluation (Capacity to Deliver the Service)
 - Mandatory technical
 - Technical scoring
 - Demonstration
 - Due-diligence
3. Stage 3: The Financial Evaluation (quoted prices)

STAGE 1: MANDATORY REQUIREMENTS (MR)

The following mandatory requirements must be met notwithstanding other requirements in the documents:

No.	Requirements	Bidder's Response
MR 1	Provide documentary evidence of the company's Certificate of Incorporation (Legal structure)	
MR 2	Provide copy of the company's current Certificate of Tax Compliance issued by Kenya Revenue Authority (KRA) and PIN	
MR 3	Submit a completed company's profile	
MR 4	Provide copies of audited accounts for the company for the last three accounting years. The bidder's annual turnover in the sale, supplies & installation of IT systems should be at least Ksh25,000,000 for the last 3 financial years (i.e. 2012-2013, 2013-14, 2014-2015), to be supported by authentic documentary evidence (audited balance sheet) and confirmation regarding turnover. <u>NB:</u> The turnover refers to the company responding to this tender and not the composite turnover of its subsidiaries/sister concerns/techno-commercial collaborators etc.	
MR 5	Submit a bid bond of a minimum of 2% of the bid Amount. The bid bond should remain valid thirty (30) days beyond the tender validity period.	
MR 6	Clearly and compressively provide the projections cost of the proposed solution in year 2 and 3	
MR 7	Provide a detailed project plan indicating allocation of Human Resources and time for the deployment of the solution	
MR 8	The bidder's should have been carrying out System development and Integration or related services and should furnish/provide evidence/Proof of completion of at least 5 projects on turnkey basis done at least during the last 5 Years. Enclose relevant Documentary proof. Copies of Purchase Order / Work Order along with completion certificates and recommendation letters to be furnished by the bidder in compliance of this clause. However, the Council reserves the right to seek additional supporting documents for the above projects.	
MR 9	The Bidder should submit valid Manufacturer Authorization letters from the proposed OEM's/manufacturer confirming and Authorizing the bidder to submit a bid.	
MR 10	Power of attorney/ Authorization Letter, Giving the name of person who should be signing the Bid, authorizing him to submit/execute this agreement as a binding document	
MR 11	The Bidder should have a current ISO 9001 (certified copy)	
MR 12	Must Fill the Price Schedule in the Format provided	
MR 13	Must submit a dully-filled up Confidential Business Questionnaire and stamped and signed form of tender in format provided and should be signed by the authorized person.	
MR14	Must submit a satisfactory credit rating certificate from accredited credit rating agency	

MR15	<p>The technical proposal must contain the following:</p> <ul style="list-style-type: none">• Details of technical specifications and performance characteristics of systems and components to be supplied and should attach brochures.• The proposed methodology and implementation must include a draft implementation schedule in form of a bar chart, implementation plan, testing plan, etc..• CVs of proposed personnel	
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STAGE 2: THE TECHNICAL EVALUATION (CAPACITY TO DELIVER THE SERVICE)

- 1 Section 1:Mandatory Technical requirement of the solution
- 2 Section 2:Detailed aspects of the technical requirements and competency of the firm as per the following criteria

Evaluation Attribute	Weighting Score	Score
<p>TECHNICAL SPECS The solution will be evaluated on meeting the detailed technical requirements (compliance) as outlined below</p>	<p>Full compliance = 45% As per technical specification</p>	<p>45</p>
<p>TECHNICAL STAFF At least 5 Technical staff with specific qualifications and experience to support the solution</p>	<p>0-2 :No marks 2- 3 :5 marks 4+ or more :8 marks</p>	<p>8</p>
<p>PAST PERFORMANCE Previous handling of 5 similar projects – Provide a list of major customers where the product has been implemented successfully. (Provide contact details and company/organization, LPO/award letter, project details and cost etc).</p>	<p>2 marks each for a maximum of 5</p>	<p>10</p>
<p>Project implementation plans (execution plan, training plan, test plan, support plan migration plan, etc.)</p>		<p>8</p>
<p><i>Bidders must attain the mark of 65 points to proceed to the next section of demonstration/POC.</i></p>		
<p>EVALUATION OF DEMONSTRATION/POC</p>		
<p>Bidders must attain the pass mark of 80% of the total score in order to proceed to the due-diligence section.</p>		
<p>DUE-DILIGENCE The Council prior to the award of the tender, shall conduct due diligence to confirm and verify the qualifications of the bidder .At the due diligence stage, the bidder shall be evaluated on a pass/fail and scoring basis to ascertain the information provided at the technical capacity stage. The Council will conduct due diligence on any of the references provided by the bidder in this tender documents to confirm information provided. In addition, the Council may seek information about the bidder from any other source whether or not the individuals or organizations contacted have been referenced by the bidder.</p>	<p>YES/NO Basis</p>	<p>YES</p>
<p><i>The Council may disqualify bids based on the outcome of the Due Diligence and Proof of Concept.</i></p>		

STAGE 3: THE FINANCIAL EVALUATION (20%)

1.20.1.1 Bidders whose technical proposals will have met technical evaluation criterion described 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.

1.20.1.2 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.

1.20.1.3 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.

1.20.1.4 The financial proposal will be awarded 20 points. Each proposals will be awarded proportionate points as per the following formula

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

Where X is the financial score attained by bidder as per criteria below:

STAGE 3: THE FINANCIAL EVALUATION (20%)

Evaluation Attribute	Weighting Score	Score
FINANCIAL STABILITY (LIQUIDITY) a) Profitability Margin b) Liquidity Ratio	A margin above 20% will score 5 marks; 10-19 % 4 marks 5- 9% marks 2.5 marks and 1-4% 1.0 mark	5 marks
Must attach company audited accounts for the last two consecutive years	2:1 – 5 marks; 1:1 – 4 marks; 0.5:1- 3 marks less than 0.5 no mark	5 marks
The cost of the solution	Itemized Prices	10 marks

1.20.2 **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.

1.21 Negotiations

- 1.21.1 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.
- 1.21.2 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.
- 1.21.3 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.
- 1.21.4 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.

1.22 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.

1.23 Award of Contract

- 1.23.1 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.
- 1.23.2 The selected bidder is expected to commence the assignment on the date and at the location agreed during negotiations.
- 1.23.3 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.
- 1.23.4 The Council may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 1.23.5 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.
- 1.23.6 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

1.24 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.

1.25 Confidentiality

1.25.1 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.

1.26 Corrupt or fraudulent practices

1.26.1 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.

1.26.2 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.

1.26.3 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 V: TERMS OF REFERENCE

1.27 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

1.28 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.

1.29 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

1.30 **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

1.31 **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

1.32 **ERP Key Features & Modules**

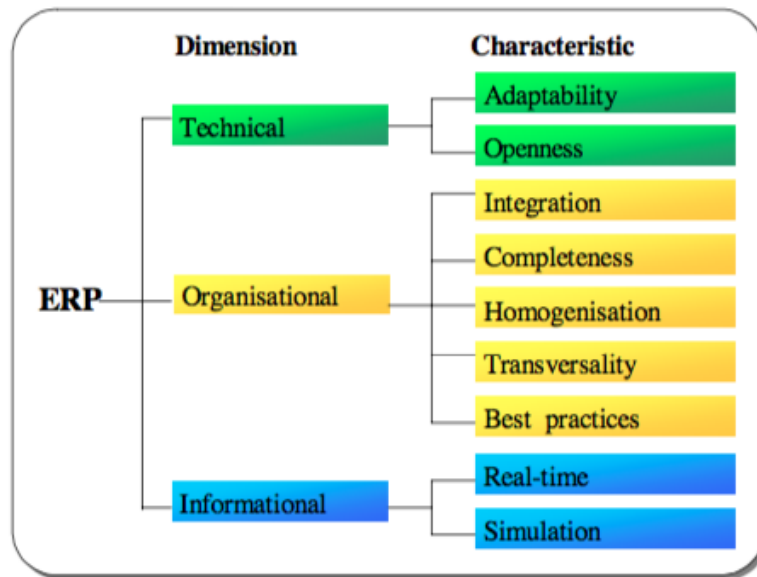
A comprehensive ERP business management solution making allowance for government procedures, web based and supports workflow with enhanced graphical user interface for simplicity and ease of use.

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

1.32.1 **General 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
- 8 Characteristics of the ERP



1.32.2 Detailed Modules and Features

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

1.32.2.1 Financial Management Module:

- 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: Sub-module

- 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))

1.32.2.2 **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

1.32.2.3 **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

1.32.2.4 **Fixed Assets Management**

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

1.32.2.5 **Service Management**

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

1.32.2.6 **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 documents
 - Online Payslips, As per government procedures
 - 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

1.32.2.7 **Workflow and Alerts**

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

1.32.2.8 **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

1.32.2.9 **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

1.32.2.10 **Customer Relation Management**

- Corporate Communications
- Events calendar
- Contact Management and Classification,
- Task management,
- Outlook client integration
- Complains Handling interaction
- Document Management
- Mail logging for MS Exchange, Service
- Customer feedback
- Online survey

1.32.2.11 **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

1.32.2.12 **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

1.33 TECHNICAL PROPOSAL

1.33.1 Format

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

1.33.2 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.

1.33.3 Section 2: Hardware & Software Requirements

The bidder shall indicate the minimum installation environment specification of hardware and operating system required for the solution to function optimally which must be provided by the Council. However the bidder must note the following:

- The solution must be an end to end solution and should be ready to install on the server that has the required operating system.
- The bidder will be required to host the developed system in their development environment for 3 months after the system has been fully configured and allow the Council staff to access it remotely for testing.
- Within these 3 months the bidder will correct any anomaly noted by the Council.

1.33.4 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

1.33.5 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

1.34 Summary of the General ICT Service Management Features to be Implemented

The firm is expected to integrate all the proposed modules and sub-modules. If required, the bidder will integrate the ERP with all the existing systems that the council will identify

Module	Functional Description	Compliance Statement	Detailed Description and Reference
Type	<ul style="list-style-type: none"> ▪ The ERP system will be a web-based system that will be used to manage and support the council's business. ▪ It will modernize and transforms decision making process are undertaken to ensure smooth running of the council's business. ▪ This solution will replace the legacy manual based processes with a modern secure ICT based processes and it will encompass and retain the best elements of the existing systems while facilitating new efficiencies and enhanced features made possible by technology. ▪ The solution should be accessible via the internet as well as on mobile devices. It must be accessed through all browsers. 		
Robust Search capabilities	<ul style="list-style-type: none"> ▪ The solution should possess a search feature that will enable users to quickly locate information whenever it is required. Users should be able to search for any content that is stored in the system by creating searches based on content properties/metadata. 		
Alerts and notifications.	<ul style="list-style-type: none"> ▪ The solution should be able to send emails and receive auto generated alerts/SMS to specific individuals whenever they need to be notified of an action. 		
Maintaining an audit trail log of system access and system usage	<ul style="list-style-type: none"> ▪ The solution should be able to maintain audit log reports that will help determine who has accessed the system, what the person has accessed and what actions the person has done. The administrators will be able to sort, filter, and analyze this data. 		
System user administration	<ul style="list-style-type: none"> ▪ The solution should provide administrators with capabilities to define user roles and profiles in order to grant access privilege to only the authorized users. This is to ensure documents are handled with the highest security levels and that only the right people have the right access level to the right information. 		

Configuration Management	<ul style="list-style-type: none"> ▪ the Council expects that the vendor will provide industry standard practices in the development, implementation and management of the ERP solution. 		
Email integration	<ul style="list-style-type: none"> ▪ Full email integration (Mail to Service Request) Have the e-directory integrated. 		
System and integration	<ul style="list-style-type: none"> ▪ The system should be able to run on multiple platforms ▪ Active Directory and API integration ▪ Customized Monitoring Configurations ▪ Integration with different Databases e.g. Oracle, MySQL or MSSQL ▪ IIS/Apache web server integration ▪ Support for multiple server platforms (Windows / Unix / Linux / Mac) ▪ Support for multiple server Client / Agent Platform (Windows / Linux / Mac) ▪ Single sign-on ▪ Import Users from CSV File (including a scheduled import) ▪ Event log 		
Administration	<ul style="list-style-type: none"> ▪ Unlimited number of Administrators ▪ Unlimited number of End users ▪ Flexible User Administration –Role based access control ▪ Multi-Organization support 		
Backup ‘ restore capabilities and Data Archiving	<ul style="list-style-type: none"> ▪ The solution should provide tools for backup and restore facilities. ▪ The system should allow archiving of old, unused data to improve system performance. ▪ The system should allow the users to access archived data from different queue and also provide the capability to search report and export the data. 		

Reporting capabilities	<ul style="list-style-type: none"> ▪ Provide for Ad-hoc and customizable reporting tool that allows users to define the kind of report they want through queries that mine data from different databases. ▪ The bidder will also predefine the commonly/frequently requested reports as will be defined by the Council. ▪ The system should be able to generate detailed reports about the system performance & metrics. ▪ The tool should allow for exporting reports in various formats ▪ Allow for Basic and Advanced reporting ▪ The solution should be able to support generation of reports and get a quick glance of all the activities 		
A workflow/process automation tool for disseminating/routing of activities/ allocations	<ul style="list-style-type: none"> ▪ The system should allow for automatic allocation and reallocation of work, automatically send out alerts for any allocated or pending work on the staff in-tray etc.. This should be supported by dynamic workflows. ▪ Workflow management : Creation of different action codes (attributions) for different tasks with different automatic deadlines (e.g., today's date plus 14 days) 		
Dynamic dashboards that show only what is relevant to each user.	<ul style="list-style-type: none"> ▪ Each user should be able to access a personalized dashboard that will consolidate all the right information to be brought to the user's attention without the need of the user navigating to various sections of the system. 		
Documentation	<ul style="list-style-type: none"> ▪ The solution should have all the documentation required for its operations and maintenance. These includes but not limited to the following:- ▪ Requirements document ▪ Design document/technical manuals ▪ Operational manual/Users' guide ▪ Guidelines for using the solution ▪ Administration manuals 		

Security	<ul style="list-style-type: none"> ▪ Single Sign On using active Directory Authentication ▪ Login, password and user settings are limited to administrator role ▪ Different confidentiality settings for groups and individuals ▪ Different levels of confidentiality for different groups ▪ Authentication of users against Active Directory ▪ Secure Socket Layer (SSL) support - move it to security ▪ Database level security 		
System integration	<ul style="list-style-type: none"> ▪ Integration with relevant existing systems and allow for future systems to be integrated 		
Licenses and services	<ul style="list-style-type: none"> ▪ The bidder must provide the following as part of the offer ▪ Installation (ready-to-use) ▪ Personal support at the Council premises within 24 hours (Monday to Friday) on demand ▪ Service Management services 24/7 ▪ Description of the Licensing mode of the software ▪ Maintenance (corrective) and upgrades to available new versions ▪ Additional services (within the first 24 months) including the purchase of system and application upgrades and software add-ons or extensions, technical consultancy assistance in case of development, modification or upgrade needs as well as additional training on demand 		
Availability	<ul style="list-style-type: none"> ▪ The solution should be designed to remove all single points of failure. The solution should provide the ability to recover from failures, thus protecting against many multiple component failures. 		
Scalability	<ul style="list-style-type: none"> ▪ The deployed solution is supposed to be a highly scalable solution, which is designed in a scale up/out model at each layer. This will provide the model for future growth. 		

Trainings	<p>All the users of the solution will be trained to be able to use the solution depending on their levels of authorization.</p> <p>The Bidder will conduct several trainings for the commission staff for a smooth transition. The Bidder must submit a training plan for all the training areas. The Bidder should be providing the trainings in the following areas:</p> <ul style="list-style-type: none"> ▪ Development Tools training (including security tools) ▪ Starter training ▪ Administration (database, system, and other infrastructure) ▪ Performance enhancements, trouble shooting and fine tuning ▪ Application training ▪ Solution walk-through with code /programs walk-through –technical and administrators of the system training ▪ Package configuration for development/ administration for technical staff ▪ User training ▪ Workflow approvers/ originators ▪ Document management users 		
Documents to be Submitted:	<p>The Bidder is required to submit the following documents:</p> <ul style="list-style-type: none"> ▪ Implementation plan ▪ Requirement Management Plan ▪ Supplementary Specification Document (if any) ▪ Workflow/Use Case & Use Case Specification Document ▪ Solution Requirement Specifications (Including Software Architecture) or its equivalent which encompasses all the technical specifications/ codes/ programs ▪ Software Development Plan ▪ Solution Test Plan or its equivalent counterpart document ▪ Training Plan ▪ Support and maintenance plan ▪ Data migration plan 		

Copyrights and Handing Over	<ul style="list-style-type: none"> ▪ The Bidder will get the system audited for detailed security penetration, through third party, Standardization Testing and Quality Certification, ICTA, will also do the audit and submit its audit report, ▪ The Bidder will act on the recommendations to remove all lacunae before handing over to the Council (can be any other standard third party auditor, details needs to be provided) ▪ If the council suffers any loss or damage due to infringement of patent, trademark, or industrial design rights occasioned by the Bidder arising from use of the Goods or any part thereof in Kenya, the Supplier shall indemnify the Council against all third-party claims. ▪ Except to the extent that the Intellectual Property Rights in the Software vest in the Purchaser, the Supplier hereby grants to the Purchaser license to access and use the Software. Such license to access and use the Software shall be: <ul style="list-style-type: none"> ○ Non-exclusive; ○ fully paid up and irrevocable and ○ immune to over deployment through the internet ▪ Hand over the source code and train the technical staff to be able to trouble shoot, add new features and parameters in the backend and perform any adjustment to the system as and when required. 		
Data Migration	<ul style="list-style-type: none"> ▪ Migration of data and synchronization from existing setup to new setup ▪ Working with the ICT Directorate to move data from current applications and manual records to the new setup/ERP system. ▪ Co-ordinate with existing system administrators of existing setup to ensure smooth data archival, backup and replication. ▪ Responsibility of ensuring data synchronization lies with the bidder. 		

Warranty	<ul style="list-style-type: none"> ▪ 2 years Warranty to be specified ▪ The vendor has to ensure the Onsite Support for a period of two years from the date of installation certificate. Uptime of more than 99% has to be ensured for the system. ▪ During warranty period besides, all software upgradation, bugs/ patches and services shall be provided free of cost by the vendor. ▪ The vendor should fulfill the following conditions during warranty period: ▪ Vendor will also provide a status report every six months through e-mail to council about the support related complaints lodged by different users ▪ Vendor would provide the helpdesk support services through telephone/e-mail where users can lodge their complaint. Each user will be assigned a unique trouble ticket number through which he should be able to track the action taken on his complaint through a support portal. The Project Manager will maintain the list of trouble tickets being opened and closed. ▪ Any failure in the thereof should be rectified within maximum period of two Working days (at head quarters) or 3 working days (at other Sites) as the case may be. ▪ Any system failing at subsystem level at least three times in three months, displaying chronic system design or quality control problem will be totally replaced by the vendor at his cost and risk within 30 days. ▪ Vendor shall visit each site at least once in every six months to carryout preventive maintenance and fine-tune the performance of the system besides regular service calls during warranty period. ▪ On completion of the Warranty period, the council has option to enter into Annual Maintenance Contract with the supplier for post warranty maintenance of the systems. 		
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1.35 User Acceptance Testing

The primary goal of Acceptance Testing & Certification is to ensure that the project meets requirements, standards, specifications and performance prescribed by the RFP and shall include the following acceptance tests which shall be conducted by the nominated officers:

1.35.1 Performance

Performance is a key requirement for the Project. The deployed solution is supposed to be a highly scalable solution, which is designed in a scale up/out model at each layer. This will provide the model for future growth.

This test process will include the following activities:

- Determination of performance metrics
- Designing performance tests
- Development of workload

1.35.2 Performance testing and sizing study

- Identification of bottlenecks and providing solutions.
- Determining final performance figures.
- Communication of final results to all stakeholders

Final output of this process would be a sizing guide for the solution tested. The sizing guide will document the details of the performance tests, test data, bottlenecks identified, alternate solutions provided, and the final performance data. This document will provide the scalability data of the solution for various loads. This will become the authentic guide for future scale up/out plans of the Project.

1.35.3 Availability testing

The solution should be designed to remove all single points of failure. The solution should provide the ability to recover from failures, thus protecting against many multiple component failures. This test process will include the following activities.

- Designing tests for high availability testing
- Execution of high-availability tests
- Assessment of transaction/data losses in relation to Disaster Recovery system
- Communication of final results to all stakeholders

High Available clustering at all Web, Application and DB server levels will be targeted at 99.9 % availability.

1.35.4 Security testing

Security certification process will include:

- Audit of Server and Application security mechanisms.
- Assessment of authentication mechanism provided in the application /components /modules
- Assessment of data encryption mechanism.
- Assessment of data access privileges, retention periods and archival mechanisms.

Final output of this process would be a comprehensive audit report including all the Network, Server and Application security features incorporated in the system.

1.35.5 **Software Installation testing**

The detailed implementation plan for the supplied software needs to be provided by the Bidder and agreed by Council before installation.

Delivery schedules and detailed test plan for the supplied solution and related software to be given by the vendor including but not limiting to Cluster set up test/ failover test, storage test, networking test etc. This plan has to be agreed by the Council before installation is done.

The detailed testing is to be done on the production environment set up and not for the development and test instance box. Some of the necessary items to be checked are:

- Installation of supplied solution and related software with cluster setup
- Running of standard diagnostic programs.
- Installation test certificate to be signed jointly by Council and the vendor.
- Apart from the above, the vendor needs to submit a detailed Installation Report clearly indicating the installation of S/W cluster configuration of servers, Network, O/S parameters Disks Layouts, RAID Configuration, Detailed Connectivity Diagram,
- Details of all supplied software installation with key parameters etc.
- Without submission of detailed installation document, it shall be considered as incomplete

1.35.6 **System Acceptance testing**

- The applications will be tested with reference to the requirements.
- Detailed test plan and use cases for each module and functionality to be prepared and submitted to the Council.
- The use cases should focus on functionality, load, stability and should cover all the possible scenarios
- Test plan and Use case documents should be submitted for each phase in case the solution has a phased go-live approach.
- These documents should be jointly agreed by Council and vendor before the acceptance testing.
- There will be two rounds of testing for each phase of go-live. The first testing will be comprehensive and would be done typically done for 1 week. The second one (typically 3-5 days) will be done primarily to test the defect fixed (if any) that is found in first round of testing.
- Solution acceptance test certificate will be issued by the Council before we go for Integration performance testing.
- Carrying out load testing through Mercury/Rational tools like Load Runner, Rational Robot, and Performance tools to ensure compliance.
- The Bidder will get the system audited for detailed security penetration, through third party, Standardization Testing and Quality Certification.

1.35.7 **Final Integration Performance testing:**

The final acceptance testing will be done post implementation of the software and the system solution in the production box. The following points are important should be noted:

- The testing will be done for at least 1 week limiting to the solution performance in terms of response time, uptime, load and security. The detailed performance test plan has to be submitted by the vendor at least 2 weeks before the scheduled testing start date and has to be agreed by the Council. The performance test plan should be in line with the specification in the tender.
- This testing will be started only after successful completion of User acceptance testing on detailed test/ use cases for the system that has to be submitted by Vendor
- Final acceptance test certificate to be signed jointly by the Council and the vendor.
- The date of issue of the Final Acceptance Test Certificate shall be termed as Date of Acceptance.
- Post this integration performance testing, the solution can go-live. In case the go-live is in phases, all of the above will be done for each phase pre-go-live

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>Employment Record: [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>Detailed Tasks Assigned [List all tasks to be performed under this assignment]</p>	<p>Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned [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

[1st, 2nd 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 ofonly. This amount is exclusive of the local taxes, which we have estimated atonly.

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.

[Authorized Signatory]

[Signature and seal of the Guarantors]

[Address]

[Date]