



# REQUEST FOR PROPOSAL

## INTEGRATED ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION For NGOs CO-ORDINATION BOARD, KENYA

RFP No.: **UNDPKEN/007/2020**

Project: **AMKENI WAKENYA**

Country: **Kenya**

Issued on: **22 July 2020**

## Section 1. Letter of Invitation

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The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - Form A: Technical Proposal Submission Form
  - Form B: Bidder Information Form
  - Form C: Joint Venture/Consortium/Association Information Form
  - Form D: Qualification Form
  - Form E: Format of Technical Proposal
  - Form F: Financial Proposal Submission Form
  - Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to [UNDP.Kenya.Procurement@undp.org](mailto:UNDP.Kenya.Procurement@undp.org), indicating whether you intend to submit a Proposal or otherwise. Should you require further clarifications, kindly communicate with the contact e-mail address identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:

Approved by:

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Title: Head of Procurement

Date: **July 22, 2020**

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Title: Deputy Resident Representative  
(Operations)

Date: **July 22, 2020**

## Section 2. Instruction to Bidders

### GENERAL PROVISIONS

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| <b>1. Introduction</b>                                  | <p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p>1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>   |
| <b>2. Fraud &amp; Corruption, Gifts and Hospitality</b> | <p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP<br/> (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;<br/> (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a></p> |
| <b>3. Eligibility</b>                                   | <p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>  |

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| 4. Conflict of Interests           | <p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p> |
| <b>PREPARATION OF PROPOSALS</b>    |  |
| 5. General Considerations          | <p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>  |
| 6. Cost of Preparation of Proposal | <p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>   |
| 7. Language                        | <p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>  |
| 8. Documents                       | <p>8.1 The Proposal shall comprise of the following documents:</p>   |

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| <b>Comprising the Proposal</b>  | <ul style="list-style-type: none"> <li>c) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>d) Technical Proposal;</li> <li>e) Financial Proposal;</li> <li>f) Proposal Security, if required by BDS;</li> <li>g) Any attachments and/or appendices to the Proposal.</li> </ul>   |
| <b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b> | <p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>   |
| <b>10. Technical Proposal Format and Content</b>                                  | <p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>  |
| <b>11. Financial Proposals</b>  | <p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>   |
| <b>12. Proposal Security</b>  | <p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</li> <li>b) In the event that the successful Bidder fails:</li> </ul> |

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|   | <p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>   |
| <b>13. Currencies</b>                               | <p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>   |
| <b>14. Joint Venture, Consortium or Association</b> | <p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> |

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| <p><b>15. Only One Proposal</b></p>                     | <p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul> |
| <p><b>16. Proposal Validity Period</b></p>              | <p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>   |
| <p><b>17. Extension of Proposal Validity Period</b></p> | <p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>   |
| <p><b>18. Clarification of Proposal</b></p>             | <p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>  |
| <p><b>19. Amendment of Proposals</b></p>                | <p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p>  |

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|  | 19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.   |
| 20.Alternative Proposals                   | <p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>   |
| 21.Pre-Bid Conference                      | 21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.   |
| <b>SUBMISSION AND OPENING OF PROPOSALS</b> |  |
| 22.Submission                              | <p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>  |
| <b>Hard copy (manual) submission</b>       | <p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>g) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>h) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall:</p> <p>i. Bear the name and address of the bidder;</p> <p>ii. Be addressed to UNDP as specified in the BDS</p> <p>iii. Bear a warning that states "<i>Not to be opened before the time and date for proposal opening</i>" as specified in the BDS.</p> |



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| <p><b>Email Submission</b></p>  | <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.</li> <li>c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.</li> </ul> <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</li> <li>d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</li> <li>c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.</li> <li>d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:<br/> <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></li> </ul> |
| <p><b>23. Deadline for Submission of Proposals and Late Proposals</b></p> | <p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>  |
| <p><b>24. Withdrawal, Substitution, and Modification of Proposals</b></p> | <p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in</p>  |

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|   | <p>the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p> |
| 25. Proposal Opening                            | <p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>   |
| <b>EVALUATION OF PROPOSALS</b>                  |  |
| 26. Confidentiality                             | <p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>  |
| 27. Evaluation of Proposals                     | <p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ul style="list-style-type: none"> <li>i) Preliminary Examination</li> <li>j) Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>k) Evaluation of Technical Proposals</li> <li>l) Evaluation of Financial Proposals</li> </ul>  |
| 28. Preliminary Examination                     | <p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>  |
| 29. Evaluation of Eligibility and Qualification | <p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>   |
| 30. Evaluation of Technical and Financial Proposals | <p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;"><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;"><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;"><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div> |
| 31. Due Diligence                                   | <p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information</li> </ul>  |

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|   | <p>provided by the Bidder;</p> <ul style="list-style-type: none"> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>  |
| <b>32. Clarification of Proposals</b>                       | <p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>  |
| <b>33. Responsiveness of Proposal</b>                       | <p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>   |
| <b>34. Nonconformities, Repairable Errors and Omissions</b> | <p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</li> </ul> |

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|   | <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>  |
| <b>AWARD OF CONTRACT</b>                                  |  |
| <b>35.Right to Accept, Reject, Any or All Proposals</b>   | 35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.  |
| <b>36.Award Criteria</b>                                  | 36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.   |
| <b>37.Debriefing</b>                                      | 37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.  |
| <b>38.Right to Vary Requirements at the Time of Award</b> | 38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.  |
| <b>39.Contract Signature</b>                              | 39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.   |
| <b>40.Contract Type and General Terms and Conditions</b>  | 40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>   |
| <b>41.Performance Security</b>                            | 41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.  |
| <b>42.Bank Guarantee for Advanced Payment</b>             | 42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=de">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=de</a> |

|                               |   |
|-------------------------------|---|
|                               | <a href="#">fault</a>   |
| <b>43. Liquidated Damages</b> | 43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.  |
| <b>44. Payment Provisions</b> | 44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.   |
| <b>45. Vendor Protest</b>     | 45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures:<br><a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a>  |
| <b>46. Other Provisions</b>   | <p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15<br/><a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p> |

## Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

| BDS No. | Ref. to Section.2 | Data  | Specific Instructions / Requirements   |
|---------|-------------------|---|--|
| 1       | 7                 | Language of the Proposal  | English  |
| 2       |                   | Submitting Proposals for Parts or sub-parts of the TOR (partial bids) | Not Allowed  |
| 3       | 20                | Alternative Proposals   | Shall not be considered  |
| 4       | 21                | Pre-proposal conference   | <p><b>Will be Conducted</b></p> <p>Bidders will be invited to register for a virtual pre-bidding conference on Thursday, 30 July 2020 at 14.00 hrs East African Time (GMT+3) . Those who wish to attend the virtual conference should register via this link : <a href="https://bit.ly/2CQZIJ5">https://bit.ly/2CQZIJ5</a> by Wednesday 29 July 2020 at 12 noon East Africa Time (GMT+3).</p> <p>For any technical challenges in registration, kindly contact; <a href="mailto:ictunit.ke@undp.org">ictunit.ke@undp.org</a></p> <p>UNDP Procurement Focal point:<br/>E-mail: <a href="mailto:undp.kenya.procurement@undp.org">undp.kenya.procurement@undp.org</a>;</p> |
| 5       | 10                | Proposal Validity Period  | 120 days   |
| 6       | 14                | Bid Security  | Not Required   |
| 7       | 41                | Advanced Payment upon signing of contract                             | Not Allowed  |
| 8       | 42                | Liquidated Damages  | Will not be imposed  |

|    |               |   |  |
|----|---------------|---|--|
|    |               |   |  |
| 9  | 40            | Performance Security  | Not Required   |
| 10 | 18            | Currency of Proposal  | Kenya Currency and United States Dollar<br><br>Reference date for determining UN Operational Exchange<br><b>USD KES Rate 106.35 (July 2020)</b>  |
| 11 | 31            | Deadline for submitting requests for clarifications/ questions                                      | Seven (7) days before the submission deadline  |
| 12 | 31            | Contact Details for submitting clarifications/questions   | Focal Point in UNDP:<br>E-mail address:<br><a href="mailto:undp.kenya.procurement@undp.org">undp.kenya.procurement@undp.org</a> ;<br><a href="mailto:Amkeniwakenya.ke@undp.org">Amkeniwakenya.ke@undp.org</a> ; <a href="mailto:ictunit.ke@undp.org">ictunit.ke@undp.org</a> ;<br><br>Subject of E-mail should be: - " <u>ERP NGO COORDINATION BOARD</u> " |
| 13 | 18, 19 and 21 | Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries | Direct communication to prospective Proposers by email and Posting on the website:<br><a href="http://www.ke.undp.org/content/kenya/en/home/operations/procurement">http://www.ke.undp.org/content/kenya/en/home/operations/procurement</a>  |
| 14 | 23            | Deadline for Submission   | <b>As indicated on e-tendering system. Note that system zone time is in EST/EDT (New York) time zone</b><br><b>Which is: Friday, 14 August 2020 at 11.59.00 P.M. East Africa Time (GMT+3)</b><br><br>.   |
| 14 | 22            | Allowable Manner of Submitting Proposals  | E-tendering  |
| 15 | 22            | Proposal Submission Address   | <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> ;<br><b><u>BU (Business Unit) Code Code KEN10</u></b><br><b><u>Event ID Number 0000006571</u></b>  |



|    |          |  |  |
|----|----------|--|--|
|    |          |  |  |
| 16 | 22       | Electronic submission (email or eTendering) requirements | <ul style="list-style-type: none"> <li>Format: PDF files only</li> <li>File names must be maximum 60 characters long and must not contain any letter or special character</li> <li>All files must be free of viruses and not corrupted.</li> <li>Technical proposal <u>should not be password protected.</u></li> <li><b>Financial proposal <u>must</u> be password protected but should not be provided to UNDP until requested by UNDP</b></li> <li>If you are uploading a large number of files (eg. 15 or more) please zip the files into a Zip Folder and upload the folder instead of each file individually. You can upload several Zip but if you do this, please note that the total size of each folder uploaded should not exceed 50 MB)</li> </ul> |
| 17 | 27<br>36 | Evaluation Method for the Award of Contract              | <p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70%.</p>  |
| 18 |          | Expected date for commencement of Contract               | <i>September 1, 2020</i>   |
| 19 |          | Maximum expected duration of contract                    | 9 months after contract signature  |
| 20 | 35       | UNDP will award the contract to:                         | One Proposer Only  |
| 21 | 39       | Type of Contract   | <p>Purchase Order and Contract for Goods and Services for UNDP</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>  |
| 22 | 39       | UNDP Contract Terms and Conditions that will apply       | <p>Choose an item.</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>  |
| 23 |          | Mandatory requirements                                   | <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Company Profile, which should <u>not</u> exceed fifteen (15) pages, including organizational structure, printed brochures and product catalogues relevant to the goods/services being procured</li> <li><input checked="" type="checkbox"/> Must submit a recent utility bill/lease agreement as evidence of a local support office.</li> </ul>   |

|  |  |  |  |
|--|--|--|--|
|  |  |  | <input checked="" type="checkbox"/> Valid Manufacturer Authorization letters for the proposed solution (where applicable)<br><input checked="" type="checkbox"/> Valid Certificate/letter of accreditation from ICT Authority category 4 for Systems and Applications<br><input checked="" type="checkbox"/> Members of the Governing Board and their Designations duly certified by the Corporate Secretary, or CR12<br><input checked="" type="checkbox"/> Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder<br><input checked="" type="checkbox"/> Certificate of Registration/Incorporation of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation with a minimum of 5 years in IT Services and Operation<br><input checked="" type="checkbox"/> Local Government permit (Business Permit) to locate and operate in the current location of office or factory<br><input checked="" type="checkbox"/> Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any<br><input checked="" type="checkbox"/> Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 3 years, 2017, 2018 and 2019<br><input checked="" type="checkbox"/> Letters on satisfactory Performance from top three (3) clients in terms of contract value during the last 5 years. |
|--|--|--|--|

## Section 4. Evaluation Criteria

### Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity

### Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

| Subject  | Criteria   | Document Submission requirement            |
|--|--|--|
| <b>ELIGIBILITY</b>                                     |  |  |
| <b>Legal Status</b>                                    | Vendor is a legally registered entity.   | Form B: Bidder Information Form            |
| <b>Eligibility</b>                                     | Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.                      | Form A: Technical Proposal Submission Form |
| <b>Conflict of Interest</b>                            | No conflicts of interest in accordance with ITB clause 4.  | Form A: Technical Proposal Submission Form |
| <b>Bankruptcy</b>                                      | Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.           | Form A: Technical Proposal Submission Form |
|  |  |  |
| <b>QUALIFICATION</b>                                   |  |  |
| <b>History of Non-Performing Contracts<sup>1</sup></b> | Non-performance of a contract did not occur as a result of contractor default for the last 3 years.  | Form D: Qualification Form                 |
| <b>Litigation History</b>                              | No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.   | Form D: Qualification Form                 |
| <b>Previous Experience</b>                             | Minimum of 5 years in IT Services and Operation  | Form D: Qualification Form                 |
|  | Minimum 3 contracts of similar value, nature and complexity implemented over the last 5 years.<br><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>                                | Form D: Qualification Form                 |
| <b>Financial Standing</b>                              | Minimum average annual turnover of Ksh.50 million for the last 2 years.<br><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>   | Form D: Qualification Form                 |
|  | Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.<br><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i> | Form D: Qualification Form                 |
|  | Any additional criteria if required  |  |

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

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## Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

### Technical Proposal Envelope:

|  |                          |
|--|--------------------------|
| <b>Have you duly completed all the Returnable Bidding Forms?</b>   |                          |
| ▪ Form A: Technical Proposal Submission Form   | <input type="checkbox"/> |
| ▪ Form B: Bidder Information Form  | <input type="checkbox"/> |
| ▪ Form C: Joint Venture/Consortium/ Association Information Form   | <input type="checkbox"/> |
| ▪ Form D: Qualification Form   | <input type="checkbox"/> |
| ▪ Form E: Format of Technical Proposal   | <input type="checkbox"/> |
|  | <input type="checkbox"/> |
| <b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b> | <input type="checkbox"/> |

### Financial Proposal Envelope

**(Must be submitted in a separate sealed envelope/password protected email)**

|  |                          |
|--|--------------------------|
| ▪ Form F: Financial Proposal Submission Form | <input type="checkbox"/> |
| ▪ Form G: Financial Proposal Form            | <input type="checkbox"/> |

### Form A: Technical Proposal Submission Form

|                 |  |       |  |
|-----------------|--|-------|--|
| Name of Bidder: | <input type="text" value="[Insert Name of Bidder]"/>       | Date: | <input type="text" value="Select date"/> |
| RFP reference:  | <input type="text" value="[Insert RFP Reference Number]"/> |       |  |

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

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

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## Form B: Bidder Information Form

|  |   |
|--|---|
| <b>Legal name of Bidder</b>  | [Complete]  |
| <b>Legal address</b>   | [Complete]  |
| <b>Year of registration</b>  | [Complete]  |
| <b>Bidder's Authorized Representative Information</b>  | Name and Title: [Complete]<br>Telephone numbers: [Complete]<br>Email: [Complete]  |
| <b>Are you a UNGM registered vendor?</b>   | <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]  |
| <b>Are you a UNDP vendor?</b>  | <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]  |
| <b>Countries of operation</b>  | [Complete]  |
| <b>No. of full-time employees</b>  | [Complete]  |
| <b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>                          | [Complete]  |
| <b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b> | [Complete]  |
| <b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>  | [Complete]  |
| <b>Contact person UNDP may contact for requests for clarification during Proposal evaluation</b>   | Name and Title: [Complete]<br>Telephone numbers: [Complete]<br>Email: [Complete]  |
| <b>Please attach the following documents:</b>  | <ul style="list-style-type: none"> <li>▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured</li> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>▪ Trade name registration papers, if applicable</li> <li>▪ Local Government permit to locate and operate in assignment location, if applicable</li> <li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country</li> <li>▪ Power of Attorney</li> </ul> |

## Form C: Joint Venture/Consortium/Association Information Form

|                 |                               |       |             |
|-----------------|-------------------------------|-------|-------------|
| Name of Bidder: | [Insert Name of Bidder]       | Date: | Select date |
| RFP reference:  | [Insert RFP Reference Number] |       |             |

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association. Maximum number of members in the Joint Venture (JV) allowed shall be Two (2)

| No | Name of Partner and contact information<br>(address, telephone numbers, fax numbers, e-mail address) | Proposed proportion of responsibilities (in %) and type of services to be performed |
|----|--|---|
| 1  | [Complete]   | [Complete]  |
| 2  | [Complete]   | [Complete]  |
| 3  | [Complete]   | [Complete]  |

|  |            |
|--|------------|
| <b>Name of leading partner</b><br><br>(with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution) | [Complete] |
|--|------------|

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture      **OR**      ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Form D: Qualification Form**

|                 |                               |       |             |
|-----------------|-------------------------------|-------|-------------|
| Name of Bidder: | [Insert Name of Bidder]       | Date: | Select date |
| RFP reference:  | [Insert RFP Reference Number] |       |             |

If JV/Consortium/Association, to be completed by each partner.

**Historical Contract Non-Performance**

☐ Contract non-performance did not occur for the last 3 years

☐ Contract(s) not performed for the last 3 years

| Year | Non- performed portion of contract | Contract Identification   | Total Contract Amount<br>(current value in US\$) |
|------|------------------------------------|---|--|
|      |                                    | Name of Client:<br><br>Address of Client:<br><br>Reason(s) for non-performance: |  |

**Litigation History** (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

| Year of dispute | Amount in dispute (in US\$) | Contract Identification   | Total Contract Amount<br>(current value in US\$) |
|-----------------|-----------------------------|---|--|
|                 |                             | Name of Client:<br><br>Address of Client:<br><br>Matter in dispute:<br><br>Party who initiated the dispute:<br><br>Status of dispute:<br><br>Party awarded if resolved: |  |



## Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

| Project name & Country of Assignment | Client & Reference Contact Details | Contract Value | Period of activity and status | Types of activities undertaken |
|--------------------------------------|------------------------------------|----------------|-------------------------------|--------------------------------|
|                                      |                                    |                |                               |                                |
|                                      |                                    |                |                               |                                |
|                                      |                                    |                |                               |                                |

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

## Financial Standing

|   |      |     |
|---|------|-----|
| <b>Annual Turnover for the last 2 years</b>               | Year | USD |
|   | Year | USD |
|   | Year | USD |
| <b>Latest Credit Rating (if any), indicate the source</b> |      |     |

| Financial information<br>(in US\$ equivalent) |  |        |        |
|---|--|--------|--------|
|   | Year 1                                   | Year 2 | Year 3 |
|   | <b>Information from Balance Sheet</b>    |        |        |
| Total Assets (TA)                             |  |        |        |
| Total Liabilities (TL)                        |  |        |        |
| Current Assets (CA)                           |  |        |        |
| Current Liabilities (CL)                      |  |        |        |
|   | <b>Information from Income Statement</b> |        |        |
| Total / Gross Revenue (TR)                    |  |        |        |

|                            |  |  |  |
|----------------------------|--|--|--|
| Profits Before Taxes (PBT) |  |  |  |
| Net Profit                 |  |  |  |
| Current Ratio              |  |  |  |

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
  - b) Historic financial statements must be audited by a certified public accountant;
  - c) Historic financial statements must correspond to accounting periods already completed and audited.
- No statements for partial periods shall be accepted.

## Form E: Format of Technical Proposal

|                 |                         |       |             |
|-----------------|-------------------------|-------|-------------|
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| RFP reference:  |                         |       |             |

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability

### SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

## SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

## SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

### Format for CV of Proposed Key Personnel

|  |   |
|--|---|
| <b>Name of Personnel</b>                 | [Insert]  |
| <b>Position for this assignment</b>      | [Insert]  |
| <b>Nationality</b>                       | [Insert]  |
| <b>Language proficiency</b>              | [Insert]  |
| <b>Education/<br/>Qualifications</b>     | <i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i><br>[Insert]  |
| <b>Professional certifications</b>       | <i>[Provide details of professional certifications relevant to the scope of services]</i><br>▪ Name of institution: [Insert]<br>▪ Date of certification: [Insert]   |
| <b>Employment Record/<br/>Experience</b> | <i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i><br>[Insert] |
| <b>References</b>                        | <i>[Provide names, addresses, phone and email contact information for two (2) references]</i><br>Reference 1:<br>[Insert]<br><br>Reference 2:<br>[Insert]   |

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

## Form F: Financial Proposal Submission Form

|                 |                         |       |             |
|-----------------|-------------------------|-------|-------------|
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| RFP reference:  |                         |       |             |

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

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

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

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

Form G: Financial Proposal Form

|                 |                         |  |
|-----------------|-------------------------|--|
| Name of Bidder: | [Insert Name of Bidder] |  |
| RFP reference:  |                         |  |

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder’s disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder’s Technical Proposal.

Currency of the proposal: [Insert Currency]

Table 1: Summary of Overall Prices

|                                    | Amount(s) |
|------------------------------------|-----------|
| Professional Fees (from Table 2)   |           |
| Other Costs (from Table 3)         |           |
| Total Amount of Financial Proposal |           |

Table 2: Breakdown of Professional Fees

| Name                        | Position | Fee Rate | No. of Days/months/ hours | Total Amount |
|-----------------------------|----------|----------|---------------------------|--------------|
|                             |          | A        | B                         | C=A+B        |
| In-Country                  |          |          |                           |              |
|                             |          |          |                           |              |
|                             |          |          |                           |              |
| Home Based                  |          |          |                           |              |
|                             |          |          |                           |              |
|                             |          |          |                           |              |
| Subtotal Professional Fees: |          |          |                           |              |

**Table 3: Breakdown of Other Costs**

| Description                   | UOM      | Quantity | Unit Price | Total Amount |
|-------------------------------|----------|----------|------------|--------------|
| International flights         | Trip     |          |            |              |
| Subsistence allowance         | Day      |          |            |              |
| Miscellaneous travel expenses | Trip     |          |            |              |
| Local transportation costs    | Lump Sum |          |            |              |
| Out-of-Pocket Expenses        |          |          |            |              |
| Other Costs: (please specify) |          |          |            |              |
| <b>Subtotal Other Costs:</b>  |          |          |            |              |

**Table 4: Breakdown of Price per Deliverable/Activity**

| Deliverable/<br>Activity description                           | Date | Professional Fees | Other Costs | Total |
|--|------|-------------------|-------------|-------|
| Inception Report   |      |                   |             |       |
| Systems Requirement<br>Specifications (SRS) Report             |      |                   |             |       |
| System Design Document<br>(SDD) & Submission of<br>Test Report |      |                   |             |       |
| Training & Knowledge<br>Transfer                               |      |                   |             |       |
| Commissioning of ERP<br>System – Go live                       |      |                   |             |       |

## Section 5. Terms of Reference

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**Republic of Kenya**



### **TERMS OF REFERENCE-TOR**

**For**

**Design, Development, Implementation and Support of  
NGOs CO-ORDINATION BOARD  
Integrated Enterprise Resource Planning (ERP) Solution**

**Responsive Information System for a progressive public service  
provider**

V.01



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## 1) Introduction

### 1.1 NGOs Co-ordination Board

The Non-Governmental Organizations Co-ordination Board (NGOs Coordination Board) herein also referred to as NGOCB is a State Corporation (regulator) in the republic of Kenya under the Ministry of Interior & Coordination of National Government, and was established by the Non-Governmental Organizations Co-ordination Act No. 19 of 1990. It is currently headquartered at the Cooperative Bank House, Nairobi on 14th & 15th floors in addition to regional presence in Mombasa, Kisumu, Garissa and Eldoret. NGOCB has the responsibility of registering, regulating and enabling the NGO sector in Kenya. To date, it has registered approximately 11,000 entities with an average increment of 500 entities per annum.

The Board is anticipated to transition to the Public Benefits Organization Authority-PBOA as and when the PBOs Act, 2013 is implemented. This therefore means demand on the Board's services as a regulator are expected to increase due to the expanded mandate & increased number of organizations (up to 100,000) falling under its regulatory oversight.

### 1.2 NGOCB Institutional arrangement

NGOCB structure is a two layered hierarchy: the Board of directors led by a Chairperson & the Secretariat lead by the CEO.

The Board of directors guide and direct at policy level. The Board through the Chairperson, reports to the Cabinet Secretary responsible of NGOCB, whereas the CEO reports to the Board through the Chairperson.

Four committees, namely, Operations & Registration, Audit & Risk, Finance and Human Resource assist the Board as and when required with major decision making and control before resolutions are passed by a full board.

At operation level, the Executive Director /Chief Executive Officer (CEO) is responsible for all execution and decision making of the secretariat. The CEO is also responsible for supervision of the secretariat staff.

NGOCB has several departments categorized as key or support departments.

- i. Operations (key /core mandate)
- ii. Research & Policy (key department)
- iii. Finance & Accounts (support department)
- iv. ICT (support department)
- v. Internal Audit & Risk (internal oversight)
- vi. Human Resource Development (support department)
- vii. Corporate Communications /Public Relations (support department)
- viii. Administration (support department)
- ix. Legal Affairs (key department)
- x. Procurement & supplies (support department)

## 2) Objectives of the assignment

The main objectives of engaging a consultant (**the word consultant is herein implying a consulting firm**) for this assignment are as follows:

- a. Development of web enabled integrated Enterprise Resource Planning (ERP) solution for supporting NGOCB operations which include (inter alia):
  - Pre-registration information system (PREMIS)
  - Post registration information system (POMIS),
  - Financial accounting Management Information System (FAMIS),
  - Procurement & Inventory Management Information System (PIMIS),
  - Human Resource Management Information System (HRMIS),
  - Audit & Risk Management Information System (ARMIS),
  - Monitoring & Evaluation Management Information System (MEMIS),
  - Customer relations & que Management Information System (CRMIS),
  - Legal affairs & Contract Management Information System (LAMIS),
  - Performance Management Information System (PEMIS),
  - Helpdesk Management Information System (HDMIS)
- b. Establish and maintain a robust Online, Real-time, Web Based, Database Monitoring System (ORDBMS) that enables to get real time data and statistics for timely decision, policy making, monitoring and project implementation for the NGOCB related activities and service delivery.
- c. The ERP solution should integrate all independent software modules that are supporting operations of NGOCB and also interface with other external portals for information sharing e.g. e-citizen, KRA, Immigration etc.
- d. The ERP solution should manage major business processes that include Budgeting, Expenditure, Donor support /Financing, Project monitoring /evaluation, Fund Management etc.
- e. Strengthen the monitoring capacity of the company based on different projects for proper decision making support to top managers.
- f. Modernize and strengthen the e-Governance system by implementing online web based NGOCB ERP at central level for NGOCB and department/divisions under the NGOCB.
- g. Build a sound networking system, data collection mechanism, work flow system, monitoring and reporting mechanism between Central NGOCB office and regional units.
- h. The HR management system should support operation on Personnel Management (Personal Data, Leave Management, Travel Management, Salary Management, Performance Evaluation), Time Management, Personal Development (Trainings, Performance Evaluation), Document Registration, Document Management System (Store and Search Document, access control ), Payroll and Tax calculation
- i. Build a system that exploits and utilizes Artificial Intelligence (AI) tools.

- j. The ERP solution should strictly adhere to the ICT Authority standards architecture & any other established laws, regulations & framework for acceptable ICT governance & security standards.
- k. Knowledge management for the employees involved in the information management system.

### **3) Scope of the Service**

The scope of this request will include, but is not limited to:

- An implementation project plan & an Implementation methodology,
- Communication plan,
- Project change management plan,
- Software customization plan,
- System interface plan,
- Data-conversion plan, and
- Implementation testing plan,
- Quality assurance plan,
- Pre- and post-implementation support plan, and a training plan.
- The Consultant shall also provide project management resources leading to the successful implementation of the system.
- The consultant needs to conduct and carryout the following activities to achieve the objectives and produce the deliverables and outputs. In this context scope of services of this project consists (but not limited to) of the following:

3.1. Study the objectives of NGOCB, its activities, stakeholders, Projects, Financing, Donors etc. define /determine the monitoring and progress performance activities as per the Institutional functions, Monitoring Indicators and Norms etc.: The consultant need to understand thoroughly the business process of NGOCB at operational level and its activities inside and outside, Monitoring Procedures, Data collection formats/form, reporting tools /process, Different Norms of Regulation etc. Based on the study, the consultant needs to develop and deliver an integrated ERP system that facilitates online registration, processing & extraction of data/reporting of various nature e.g. projects, finance, donors, monitoring & periodic compliance checks, etc.

3.2. Consultation with the concerned authorities of the NGOCB: The consultant should consult with the concerned officials/ HoDs of NGOCB after signing the agreement.

Two teams will be guiding the project implementation at NGOCB: Project oversight committee led by the Executive Director & Project technical committee led by the head of ICT and incorporating officers from ICT Authority /Ministry of ICT. The consultant needs to have consultative meetings with the two teams for the time schedule, planning and other implementation requirements during the entire project life cycle.

**3.3 NGOCB Input:** NGOCB will assign a staff as project coordinator of the developing software project who will communicate with the Consultant for various inputs. Under the identification of the necessity of the consultant, NGOCB can allocate a certain space and environment within a NGOCB office for consulting personnel to carry out developing activities if required. In development of the ERP, consultant will get support from the concerned department personnel on required input, clarity and expected result from a particular module and integration.

**3.4. Design and Development of Management Information System:** After determining the appropriate forms, formats and information the consultant needs to design and develop the NGOCBMIS for the required information to cater the needs for monitoring, administration and reporting of the NGOCB project and related activities. The NGOCBMIS should be able to produce and maintain the volume, storage and speed for instant online data entry, recording, retrieving, producing and analyzing the data and its contents. The security, data verification and approval mechanism is required.

The NGOCBMIS should have the following features and must satisfy the system requirements:

- **A web-based System:** The ERP developed by the consultant should run smoothly in all web browsers with equal performance. The system should accommodate all the web-based system features. The users should be able to make entry in the forms or formats developed for information capture from the concerned offices and institutions such as NGOCB office, field officers and regional units as well. As a web based solution, it should be accessed as a web portal both independently as a secure URL for public access, through the organizations website & intranet. It should also have a Web based executive dashboard: whereby the CEO can be able to access the system anywhere, anytime via any internet based device.
- **Data Forms, Formats and Related Information:** The consultant need to determine the data contents, forms, formats and other information system after analyzing all the requirements of the NGOCB with the technical team as well as concerned department officers. However, as general guideline it may contain the following:

**Financial Information:** All financial aspects of the organization should be monitored well such as overhead costs, investment and receipts from various agencies, donors, internally generated resources as well as financial progress of each vote head. The system should generate various required financial reports like vouchers, balance sheet, reconciliation statement, trial balance, ledgers and other standard financial reports proposed by NGOCB during inception period. The system should also track all the office financial activities too, like travel cost, vehicle hire, staff salaries, tax deduction, etc. Consultant should consult with finance department of NGOCB for financial related information.

**NGOCB HR and Admin related Information:** The ERP should have modules/functionalities to track HR related information like staff personal

information, qualifications, training related information and more. Consultant should consult with NGOCB HR department to determine required information, input format as well as reporting formats.

**Monitoring Evaluation and Analysis:** The Module of the proposed system will simplify these activities and assist in handling all reports and document, correspondence related to the implementation of strategic plan, performance contract, annual work plan & departmental goals; and the information related to implementation matrix. The main activity of the Monitoring Evaluation and Analysis Section is to assist in making research based decisions by carrying out appraisal of planned goals /objectives that have been set out in line with the organization resources. The ERP should facilitate project evaluation and produce analysis report based on indicators selected and set during the entire process of project start and end. (E.g. an objective in the strategic plan/performance contract could be a project on its own for purposes of monitoring).

- **Data Entry or Uploading Functions:** The ERP should have both features of data entry online as well as uploading filled form where necessary which will be identified during the system analysis phase. It should also ensure the adequate safety/security mechanism while making entry or uploading the forms, formats or other required information. This system should also contain the sample forms or formats which can be downloaded and filled offline and uploaded to the system, thus populating the concerned database tables.
- **Access Control:** The ERP system should have different access control features as per user levels and user privileges or user roles. This access control feature should be dynamic in nature so that rights of a particular module may be assigned to any user apart from his/her level.
- **Parameterization:** The ERP software system should be dynamic to adopt the parameters as defined in related acts, rules, directives etc. This will facilitate any update in parameters like compliance/achievement rates, numbers, training types, etc. in future.
- **Audit Trail System:** The ERP system should have the facility of Audit Trail capturing all system activity (creation, entry, update, extraction, deletion etc.). The system should be able to examine the periodic information on real time basis. It should generate the reports required by the authorities to test the accuracy of the data and the system should be able to produce reliable information. The audit trail system should be inbuilt in the system & permanent in nature (read only).
- **Maker and Checker System:** While making entry or uploading the data entry and feeding the forms or formats the system should have the facility of maker and checker as separate authority. The check and balance through the maker and checker system need to be the integral part of the software.
- **GEA/GIF Compliance:** The system should follow ICT Authority's standard Government Enterprise Architecture (GEA) and Government Interoperability

Framework (GIF). Compliance of these features by any government software system will facilitate the data interchange among different government agencies. System should support universal Unicode as well as English/swahili dates. System should have Graphical User Interface (GUI) where required and can be switched with a single click of a button at any level of its operation.

- **Security:** The ERP needs to be secured through layers of security mechanisms. The software security system should enable the smooth operation of the system without hacking or other security lacking. The system should have an integral security system. The security features should include the following at a minimum:

***Coding level security-*** security issue should be taken into account while coding.

***Access level security:*** various session monitoring/tracking, password encryption, etc.

***Database level security:*** access to database and their roles, read/write permission, access to database, session monitoring, etc.

***Network level security:*** access of system inside/outside NGOCB, IP and port filtering, etc.

**Note:** The system will be subjected to various PenTests using various CEH tools to ensure system & database integrity is achieved at 99.999%

- **Data Storage and Back-up System:** The consultant should be able to identify and recommend to NGOCB for proper data storage mechanism including necessary hardware required to support software services efficiently.
- **Disaster Recovery System (DRS):** The consultant should also suggest the DRS for the database safety and possible loss from natural disaster as well. It needs to include the DRS plan and the client needs to take a precautionary and correcting mechanism under disaster occurrence. It also should contain the alternative solutions for DRS, if any.
- **Data Export System:** The database system should be able to export the data to other application program such as SPSS and STATA, Excel, PDF or other useful application programs for analysis and generation of analytical report as and when required. Finance, Research & Audit departments will be critical at recommending preferred export mode among the above standards.
- **Data Analysis/Graph generation Program:** The database need to be developed based on the financial, statistical and operational fields from the entered data that is necessary to carry-out any analysis. It should also be able to calculate and analyze the indicators from the data and indicator content, percentage and cut offs values, average and able to generate various analysis charts/graphs wherever required.
- **System Integration:** The designed system should fully integrate or is compatible with other NGOCB or GoK existing system for easy data synchronization and auto data update E.g. IFMIS, IPPD etc. In addition to this, NGOCB may organize its operational data in several modes /distributed and desktop applications which run and support core business activities independently. Though the MIS software run independently, they have several linkages via the common database with one another for supporting another program/component. The web based ERP solution

will have to integrate all software systems, enhance the MIS capability and eliminate the existing loopholes by increasing the security system.

**Note:** It is intended the new ERP system will phase out all unwanted existing independent software's once the necessary data migration & testing is completed to the satisfaction of both user department's & committees.

In order to provide for prompt response & query on various aspects of the operations, e.g. process notifications, feedback etc., the system should also seamlessly integrate with mobile/satellite based technologies & tools such as USSD codes, Bulk SMS, Email system, banking systems, electronic payment modes, electronic signatures, GIS mapping etc.

- **Data Migration and Transfer:** NGOCB currently uses few independent software systems to support operation of the company and Financial and Accounting System for keeping track of financial related data. The consultant should successfully transfer data from the old system to the newly designed system using proper migration plan. If the migration does not succeed, the consultant should produce convincing evidence of data migration failure and submit a report to NGOCB. This will then pave way for alternative mode of data capturing/transfer including manual feeding from existing records.
- **Network Analysis and Network System Development:** The consultant should analyze available network infrastructure technology in NGOCB and suggest with appropriate action to be taken in order to run the system optimally in intranet, internet and WAN mode while safeguarding the overall integrity.
- **Scalability:** The consultant should bear in mind the transition opportunities of NGOCB into a much more larger institution and design a futuristic solution that will require minimal change of design and only simple updates /upgrades to accommodate desired environment.
- **Licensing regime:** The consultant should as much as possible implement a solution that requires minimal licenses for third party access and a limitless access regime by concurrent users.
- **Support and Maintenance:** After successful implementation & commissioning of ERP solution and Project Completion Report issued, accepted & certified by NGOCB, the system should be kept under warranty period of not less than twelve (12) months. Regular support, maintenance, upgrades, patches and system updates should be carried out by the consultant during the warranty period at no additional charge.

**Note:** Upon completion of warranty period, NGOCB will enter into a maintenance contract as negotiated by both parties and the system will stay under maintenance period for a further minimum two (2) years. The support level depends upon the complexity of the task which should determine if the service should either be remote support, on call support or stationed support, including training of relevant support staff.



- **System Ownership:** It should be noted that the software/system shall be the sole property of NGOCB upon successful handover including all rights pertaining to its design & distribution. The NGOCB will determine on level of engagement with the consultant for maintenance & support as and when it deems sufficient. The organization shall not be bound in future to engage the consultant since the system & database architecture should be supported by any qualified, professional developer/consultant.

**3.5 Testing and Debugging:** Upon design and implementation, the consultant shall cause to have the system tested by the user for possible bugs, gaps, improvement needs, meeting the requirements etc. for a period of not less than 30 days. Upon successful testing period, full deployment and changeover will take place under the supervision of the technical committee and as per the implementation schedule.

#### **4) Methodology**

The consultant shall follow one of the agile methodologies of software development. The rapid module development is preferred since it's expected to create iterations with the users and continuous feedback helps the delivery faster. The best part of this methodology is short time boxes, known as iterations, which happen to last from one week to one month. For ease of monitoring progress, milestones shall be set with agreed timeframes during the project cycle.

#### **5) Training and knowledge transfer**

The consultant shall prepare the technical, user and operational training module, training materials and session plans for the successful design, development and operation of the system. The trainings should be conducted for NGOCB staff as well as selected project staff /key administrators /system supervisors. The training shall be organized by NGOCB and facilitated by the consultant and events shall be conducted under the discussion of NGOCB and consultant.

It is expected staff re-training (for select cases, or on need basis) shall be covered during warranty period to ensure comprehensive skills transfer & competence of the system by NGOCB staff.

#### **6) Output/Deliverables**

After carrying out the scope of activities, the consultant should handover the following output and deliverables to the NGOCB:

- Original ERP Software Design and System /Program to run the ERP in NGOCB. Documents of the Software program in hard copies and that of electronic version (in Compact Disk and other acceptable electronic format e.g. Pen Drive).

- Data Entry Formats, Forms and Other Required Information: The consultant also needs to prepare and submit the manual or directives for the forms, formats etc. for its effective handling.
- Documentation of Technical Design, Operational and Training Manuals: As mentioned in the scope of the activities the consultant needs to submit the Technical Design of the Software System, Operational and Training Manuals in the documented form as well as the in Soft copy of electronic version as described above.
- System Requirement Specification (SRS): A complete report of standard SRS including database architecture and ERP design.
- The Source Code and right to use by client exclusively.
- The copyright necessary to use the software and use the one developed by others, if any.
- The conduction of trainings and workshops, seminars and consultative meetings and their reports.
- The reporting requirements as mentioned in the ToR (preferred):

| SN | Deliverables   | Date  | Payments Milestones |
|----|--|---|---------------------|
| 01 | Inception Report   | Not later than 21 days of agreement signing.              | 20%                 |
| 02 | Systems Requirement Specifications (SRS) Report          | Not later than 30 days after delivery of milestone one.   | 20%                 |
| 03 | System Design Document (SDD) & Submission of Test Report | Not later than 120 days after delivery of milestone two.  | 40%                 |
| 04 | Training & Knowledge Transfer                            | Not later than 30 days after delivery of milestone three. | 10%                 |
| 05 | Commissioning of ERP System – Go live                    | Not later than 15 days after delivery of milestone four.  | 10%                 |

## 7) Minimal standard characteristics of the ERP solution

- Enterprise wide integration of business processes
- Real time (near real-time) operations
- Modular and Open framework with common database
- Optimization of the data
- Automated functionalities
- Multi-facilities
- Forward looking / scalable
- Interoperability with cross range of operating systems, applications & mobile technology

- Friendly Graphical user Interface (consistent look & feel)
- Business continuity safeguards /redundancy

## 8) Qualification and work experience

### 8.1 Qualification and experience of the Consulting Firm:

- Consultant must have general ERP implementation and/or support experience with a minimum six (6) Public sector/NGO/INGOs globally out of which a minimum of three (3) of such entities must be implementation references from Kenya and using the proposed solution within the last five (5) years. Attach documentary evidence in form of running contracts, LSOs, completion certificates or reference letters on client's letterhead & signed by a senior official of the referring entity.

### 8.2 Professional Staff and key Personnel Involvement

| Summary Description                 |             |                             |       |
|-------------------------------------|-------------|-----------------------------|-------|
| Key Professionals                   | No proposed | Relevant Experience (years) | Total |
| 1.1 Project Manager (Team Leader)   |             |                             |       |
| 1.2 System Analyst                  |             |                             |       |
| 1.3 Database Administrator          |             |                             |       |
| 1.4 Programmer /Developer           |             |                             |       |
| 1.5 Network /Infrastructure Analyst |             |                             |       |
| 1.6 Systems Trainer                 |             |                             |       |
| <b>2.0 Other Support Staffs</b>     |             |                             |       |
| 2.1                                 |             |                             |       |
| 2.2                                 |             |                             |       |
| 2.3                                 |             |                             |       |

#### 1.1 Project Manager (Team Leader)

|                      |   |
|----------------------|---|
| <b>Role</b>          | Overall Project Management  |
| <b>Qualification</b> | Degree and above, Relevant Certifications.  |
| <b>Experience</b>    | <ul style="list-style-type: none"> <li>• Experience in web based ERP/MIS/DSS solution development/implementation and management. Should have specific experience as Project Manager (Team Leader).</li> </ul> |

#### 1.2 System Analyst

|                      |   |
|----------------------|---|
| <b>Role</b>          | System Analysis and Design                                  |
| <b>Qualification</b> | Degree and above, Advanced diploma, Relevant Certifications |

|                   |  |
|-------------------|--|
| <b>Experience</b> | <ul style="list-style-type: none"> <li>• Experience in system re-engineering/module integration/analysis/designing and system development.</li> <li>• Experience in designing database of ERP/MIS/DSS using MS SQL Server, CPro (Census/Statistics), JAVA/PHP/.Net.etc.</li> </ul> <p>Preference will be given on the basis of experience gained on web based application analysis /design and successfully in operations.</p> |
|-------------------|--|

### 1.3 Database Administrator

|                      |  |
|----------------------|--|
| <b>Role</b>          | Database Design, Development and Management  |
| <b>Qualification</b> | Degree and above, Advanced diploma, Relevant Certifications  |
| <b>Experience</b>    | <ul style="list-style-type: none"> <li>• Experience in database administration preferably having experience in MS SQL Server.</li> <li>• Should demonstrate experience of design, development, implement and maintenance of databases including data recovery, security, scalability and disaster recovery.</li> </ul> |

### 1.4 Programmer /Developer

|                      |   |
|----------------------|---|
| <b>Role</b>          | Programming and Coding  |
| <b>Qualification</b> | Degree and above, Advanced diploma, Relevant Certifications   |
| <b>Experience</b>    | <ul style="list-style-type: none"> <li>• Experience in computer programming, preferably having experience in development of data management system, MS SQL Server, CPro, JAVA, PHP, .Net etc.</li> <li>• Demonstrate experience of developing web based applications.</li> <li>• Preference will be given to experience in web-based programming, database management and statistical tools.</li> </ul> |

### 1.5 Network /Infrastructure Engineer or Analyst

|                      |   |
|----------------------|---|
| <b>Role</b>          | Network, Security Design and Implementation, Infrastructure planning & optimization   |
| <b>Qualification</b> |   |
| <b>Experience</b>    | <ul style="list-style-type: none"> <li>• Experience in network designing, server deployment &amp; optimization, data center set up and security configuration etc.</li> <li>• Preferably having experience in designing/development of network system of web based data management systems /distributed systems.</li> </ul> |

### 1.6 Systems Trainer

|               |   |
|---------------|---|
| Role          | Training & Knowledge transfer   |
| Qualification |   |
| Experience    | <ul style="list-style-type: none"> <li>• Experience &amp; skills of transferring software instructions to user knowledge and vice versa</li> <li>• Ability to design unique user based lessons for specialized group of trainees who may not necessarily be techsavvy.</li> </ul> |

## 9) Method of Selection

- This is a Single envelope bid.
- Preliminary mandatory: A bidder must meet all the requirements to proceed to the technical evaluation. A pass mark of 75% and above is required at the technical evaluation to be considered for financial evaluation.
- The bidder with least cost proposal and best technical evaluation will mostly be considered.
- Signing of contract of engagement is expected not later than 14 days upon communication of award to the successful bidder.

## 10) Schedule of Time Frame

The consultant should complete all the tasks, obligations, presentations and reporting within 9 months from the date of signing the Contract Agreement. Any extension can only be with authority in writing from NGOCB. The assignment tasks are supposed to be performed as per an agreed schedule to be realized during the opening meeting with NGOCB team.

## 11) Disclaimer:

- NGOCB & UNDP reserves the right to reject or award any bidder.
- NGOCB & UNDP reserve the right to terminate contract of engagement if certain unfavorable conditions are discovered even after evaluation or award.

*a.* **Financial proposal**

- Prices must be inclusive of all applicable taxes and in Kenya shilling currency.
- The bid validity must be not less than 120 days from date of tender closing.

**b. Technical Evaluation Criteria**

✓ **Summary of weight distribution**

| Summary of Technical Proposal Evaluation Forms |  | Score Weight | Points Obtainable | Company / Other Entity |   |   |   |   |
|--|--|--------------|-------------------|------------------------|---|---|---|---|
|  |  |              |                   | A                      | B | C | D | E |
| 1.   | Expertise of Firm / Organization submitting Proposal | 20%          | 200               |                        |   |   |   |   |
| 2.   | Proposed Work Plan and Approach                      | 50%          | 500               |                        |   |   |   |   |
| 3.   | Personnel  | 30%          | 300               |                        |   |   |   |   |
| <b>Total</b>                                   |  |              | <b>1000</b>       |                        |   |   |   |   |

**1. Expertise of Firm / Organization submitting Proposal (20% - 200 points)**

| Technical Proposal Evaluation                        |   | Points obtainable | Company / Other Entity |   |   |   |   |
|--|---|-------------------|------------------------|---|---|---|---|
| Form 1   |   |                   | A                      | B | C | D | E |
| Expertise of firm / organization submitting proposal |   |                   |                        |   |   |   |   |
| 1.1  | Reputation of Organization and Staff (Competence / Reliability)   | 30                |                        |   |   |   |   |
| 1.2  | Litigation and Arbitration history  | 15                |                        |   |   |   |   |
| 1.3  | General Organizational Capability which is likely to affect implementation (i.e. loose consortium, holding company or one firm, size of the firm / organization, strength of project management support e.g. project financing capacity and project management controls)  | 20                |                        |   |   |   |   |
| 1.4  | Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.  | 15                |                        |   |   |   |   |
| 1.5  | Quality assurance procedures, warranty  | 20                |                        |   |   |   |   |
| 1.6  | Relevance of:<br><br>- Specialized Knowledge in ERP implementation<br>-10 marks<br>- Experience on Similar Programme / Projects: Minimum six (6) Public sector / NGO/INGOs globally of which a minimum of three (3) of such entities must be implementing references from | 100               |                        |   |   |   |   |

| Technical Proposal Evaluation<br>Form 1 |  | Points<br>obtainable | Company / Other Entity |   |   |   |   |
|---|--|----------------------|------------------------|---|---|---|---|
|   |  |                      | A                      | B | C | D | E |
|   | Kenya and using the proposed solution within the last five (5) years.<br><b>-30 marks</b><br><br>- Documentatry evidence in form of running contracts, LSOs, completion certificates or reference letters on Client’s letterhead and signed by a senior official of the referring entity<br><b>-30 marks</b><br><br>- Firm should have a minimum of 5 years in IT Services and Operation<br><b>-30 marks</b> |                      |                        |   |   |   |   |
| Total Part 1                            |  | 200                  |                        |   |   |   |   |

## 2. Proposed Work Plan and Approach (50% - 500 points)

| f) Technical Proposal Evaluation<br>Form 2 |  | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|--|--|----------------------|------------------------|---|---|---|---|
|  |  |                      | A                      | B | C | D | E |
| Proposed Work Plan and Approach            |  |                      |                        |   |   |   |   |
| 2.1  | To what degree does the Offeror understand the project objectives and significance of the project?   | 100                  |                        |   |   |   |   |
| 2.2  | Is the work plan appropriate and associated scheduling within time frame and proper deliverables containing all the necessary information?   | 100                  |                        |   |   |   |   |
| 2.3  | Is the implementation strategy and methodology appropriate?  | 100                  |                        |   |   |   |   |
| 2.4  | Degree of compliance with all the requirements and/or better proposal (an alternative and unique approach, comments, and suggestions) in comparison with the requirements of the TOR | 100                  |                        |   |   |   |   |
| 2.5  | Is the project organization chart and manpower allocation plan appropriate in consideration of the overall implementation plan and scope   | 70                   |                        |   |   |   |   |
| 2.6  | Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation of the project?                                 | 30                   |                        |   |   |   |   |



| f) Technical Proposal Evaluation<br>Form 2 |                     | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|--|---------------------|----------------------|------------------------|---|---|---|---|
|  |                     |                      | A                      | B | C | D | E |
|  | <b>Total Part 2</b> | 500                  |                        |   |   |   |   |

### 3. Personnel (30% - 300 points)

| Technical Proposal Evaluation |   |           | Points Obtainable | Company / Other Entity |   |   |   |   |
|-------------------------------|---|-----------|-------------------|------------------------|---|---|---|---|
| Form 3                        |   |           |                   | A                      | B | C | D | E |
|                               |   |           |                   |                        |   |   |   |   |
| 3.1                           | Project Manager /Team Leader  | 70        |                   |                        |   |   |   |   |
|                               | General Qualification   |           |                   |                        |   |   |   |   |
|                               | Suitability for the Project   | Sub-Score |                   |                        |   |   |   |   |
|                               | Score   | 70        |                   |                        |   |   |   |   |
|                               | General Qualification in Computer Science, Information Systems or related field.  | 10        |                   |                        |   |   |   |   |
|                               | Number of relevant certifications & awards<br><br>N ≥ 7 =10<br><br>7 >N ≥ 5 =8<br><br>5 >N ≥ 3 =6<br><br>3 > N = 4  | 10        |                   |                        |   |   |   |   |
|                               | Demonstrated relevant, professional experience as Project Manager (years) and experience in web based ERP/MIS/DSS solution development / implementation and managment<br><br>N ≥ 7 =30<br><br>6 >N ≥ 4 =15<br><br>3 > N = 6 | 30        |                   |                        |   |   |   |   |

| Technical Proposal Evaluation<br>Form 3 |  |    |           | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|---|--|----|-----------|----------------------|------------------------|---|---|---|---|
|   |  |    |           |                      | A                      | B | C | D | E |
|   | No of Similar projects undertaken in terms of scope and size<br><br>N ≥ 6 =20<br><br>6 > N ≥ 5 =16<br><br>5 > N ≥ 3 =12<br><br>3 > N =4  | 20 |           |                      |                        |   |   |   |   |
|   | Total  |    | 70        |                      |                        |   |   |   |   |
| 3.2                                     | Systems Analyst  |    | 50        |                      |                        |   |   |   |   |
| General Qualification                   |  |    |           |                      |                        |   |   |   |   |
|   | Suitability for the Project  |    | Sub-Score |                      |                        |   |   |   |   |
|   | Score  | 50 |           |                      |                        |   |   |   |   |
|   | General Qualification in Computer Science, Information Systems or related field.<br><br>Bachelor's Degree & Above = 10<br><br>Advanced Diploma with certifications = 7<br><br>Certification / Diploma only = 4 | 10 |           |                      |                        |   |   |   |   |
|   | Number of relevant certifications & awards<br><br>N ≥ 7 =10<br><br>7 > N ≥ 5 =8<br><br>5 > N ≥ 3 =6<br><br>3 > N =4  | 10 |           |                      |                        |   |   |   |   |

| Technical Proposal Evaluation |  |    |           | Points Obtainable | Company / Other Entity |   |   |   |   |
|-------------------------------|--|----|-----------|-------------------|------------------------|---|---|---|---|
| Form 3                        |  |    |           |                   | A                      | B | C | D | E |
|                               | Demonstrated relevant, professional experience (years) in system re-engineering / module integration / analysis / designing and systems development.<br><br>Experience in designing database of ERP / MIS / DSS using MS SQL Server, CPro (Census/Statistics), JAVA / PHP /.NET or similar<br><br>$N \geq 7 \quad =20$<br>$6 > N \geq 4 \quad =10$<br>$3 > N \quad =4$ | 20 |           |                   |                        |   |   |   |   |
|                               | No of Similar projects undertaken in terms of scope and size<br><br>$N \geq 6 \quad =10$<br>$6 > N \geq 5 \quad =8$<br>$5 > N \geq 3 \quad =6$<br>$3 > N \quad =2$   | 10 |           |                   |                        |   |   |   |   |
|                               | Total  |    | 50        |                   |                        |   |   |   |   |
| 3.3                           | Database Administrator   |    | 50        |                   |                        |   |   |   |   |
|                               | General Qualification  |    |           |                   |                        |   |   |   |   |
|                               | Suitability for the Project  |    | Sub-Score |                   |                        |   |   |   |   |
|                               | Score  | 50 |           |                   |                        |   |   |   |   |

| Technical Proposal Evaluation<br>Form 3 |   |    |  | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|---|---|----|--|----------------------|------------------------|---|---|---|---|
|   |   |    |  |                      | A                      | B | C | D | E |
|   | General Qualification in Computer Science, Information Systems or related field.<br><br>Bachelor's Degree & Above = 10<br><br>Advanced Diploma with certifications = 7<br><br>Certification / Diploma only = 4  | 10 |  |                      |                        |   |   |   |   |
|   | Number of relevant certifications & awards<br><br>N ≥ 7 =10<br><br>7 > N ≥ 5 =8<br><br>5 > N ≥ 3 =6<br><br>3 > N =4   | 10 |  |                      |                        |   |   |   |   |
|   | Demonstrated relevant, professional experience (years) in database administration preferably having experience in MS SQL Server.<br><br>Experience in design, development, implementation and maintenance of databases including data recovery, security, scalability and disaster recovery<br><br>N ≥ 7 =20<br><br>6 > N ≥ 4 =10<br><br>3 > N =4 | 20 |  |                      |                        |   |   |   |   |

| Technical Proposal Evaluation<br>Form 3 |  |           |    | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|---|--|-----------|----|----------------------|------------------------|---|---|---|---|
|   |  |           |    |                      | A                      | B | C | D | E |
|   | No of Similar projects undertaken in terms of scope and size<br><br>N ≥ 6 =10<br><br>6 >N ≥ 5 =8<br><br>5 >N ≥ 3 =6<br><br>3 > N = 2   | 10        |    |                      |                        |   |   |   |   |
|   | Total  |           | 50 |                      |                        |   |   |   |   |
| 3.4                                     | Programmer / Developer   |           | 50 |                      |                        |   |   |   |   |
|   | General Qualification  |           |    |                      |                        |   |   |   |   |
|   | Suitability for the Project  | Sub-Score |    |                      |                        |   |   |   |   |
|   | Score  | 50        |    |                      |                        |   |   |   |   |
|   | General Qualification in Computer Science, Information Systems or related field.<br><br>Bachelor's Degree & Above = 10<br><br>Advanced Diploma with certifications = 7<br><br>Certification / Diploma only = 4 | 10        |    |                      |                        |   |   |   |   |
|   | Number of relevant certifications & awards<br><br>N ≥ 7 =10<br><br>7 >N ≥ 5 =8<br><br>5 >N ≥ 3 =6<br><br>3 > N = 4   | 10        |    |                      |                        |   |   |   |   |

| Technical Proposal Evaluation<br>Form 3 |   |           |  | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|---|---|-----------|--|----------------------|------------------------|---|---|---|---|
|   |   |           |  |                      | A                      | B | C | D | E |
|   | Demonstrated relevant, professional experience (years) in computer programming, development of data management system, MS SQL Server, CPro, JAVA, PHP, .NET or similar.<br><br>Experience in web-based programming, database management and statistical tools<br><br>N ≥ 7 =20<br><br>6 >N ≥ 4 =10<br><br>3 > N = 4 | 20        |  |                      |                        |   |   |   |   |
|   | No of Similar projects undertaken in terms of scope and size<br><br>N ≥ 6 =10<br><br>6 >N ≥ 5 =8<br><br>5 >N ≥ 3 =6<br><br>3 > N = 2  | 10        |  |                      |                        |   |   |   |   |
|   | Total   | 50        |  |                      |                        |   |   |   |   |
| 3.5                                     | Network / Infrastructure Engineer or Analyst  | 50        |  |                      |                        |   |   |   |   |
|   | General Qualification   |           |  |                      |                        |   |   |   |   |
|   | Suitability for the Project   | Sub-Score |  |                      |                        |   |   |   |   |
|   | Score   | 50        |  |                      |                        |   |   |   |   |
|   | General Qualification in Computer Science, Information Systems or related field.<br><br>Bachelor's Degree & Above = 10<br><br>Advanced Diploma with certifications = 7<br><br>Certification / Diploma only = 4  | 10        |  |                      |                        |   |   |   |   |

| Technical Proposal Evaluation<br>Form 3 |   |           |           | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|---|---|-----------|-----------|----------------------|------------------------|---|---|---|---|
|   |   |           |           |                      | A                      | B | C | D | E |
|   | Number of relevant certifications & awards<br><br>N ≥ 7 =10<br><br>7 >N ≥ 5 =8<br><br>5 >N ≥ 3 =6<br><br>3 > N =4   | 10        |           |                      |                        |   |   |   |   |
|   | Demonstrated relevant, professional experience (years) in network design, server deployment & optimization, data center setup and security configuration etc.<br><br>Experience in designing / development of network system of web-based database management systems / distributed systems.<br><br>N ≥ 7 =20<br><br>6 >N ≥ 4 =10<br><br>3 > N =4 | 20        |           |                      |                        |   |   |   |   |
|   | No of Similar projects undertaken in terms of scope and size<br><br>N ≥ 6 =10<br><br>6 >N ≥ 5 =8<br><br>5 >N ≥ 3 =6<br><br>3 > N =2   | 10        |           |                      |                        |   |   |   |   |
|   | <b>Total</b>  |           | <b>50</b> |                      |                        |   |   |   |   |
| <b>3.6</b>                              | <b>Systems Trainer</b>  |           | <b>30</b> |                      |                        |   |   |   |   |
|   | <b>General Qualification</b>  |           |           |                      |                        |   |   |   |   |
|   | Suitability for the Project   | Sub-Score |           |                      |                        |   |   |   |   |
|   | <b>Score</b>  | <b>30</b> |           |                      |                        |   |   |   |   |

| Technical Proposal Evaluation<br>Form 3 |   |           |  | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|---|---|-----------|--|----------------------|------------------------|---|---|---|---|
|   |   |           |  |                      | A                      | B | C | D | E |
|   | General Qualification in Computer Science, Information Systems or related field.<br><br>Bachelor's Degree & Above = 10<br><br>Advanced Diploma with certifications = 7<br><br>Certification / Diploma only = 4  | 10        |  |                      |                        |   |   |   |   |
|   | Number of relevant certifications & awards<br><br>$N \geq 7 = 5$<br><br>$7 > N \geq 5 = 4$<br><br>$5 > N \geq 3 = 3$<br><br>$3 > N = 2$   | 5         |  |                      |                        |   |   |   |   |
|   | Demonstrated relevant, professional experience (years) in transferring software instructions to user knowledge.<br><br>Ability to design unique user based lessons for specialized group of trainees who may not necessarily be tech savvy.<br><br>$N \geq 7 = 10$<br><br>$6 > N \geq 4 = 5$<br><br>$3 > N = 2$ | 10        |  |                      |                        |   |   |   |   |
|   | No of Similar projects undertaken in terms of scope and size<br><br>$N \geq 6 = 5$<br><br>$6 > N \geq 5 = 4$<br><br>$5 > N \geq 3 = 3$<br><br>$3 > N = 1$   | 5         |  |                      |                        |   |   |   |   |
|   | <b>Total</b>  | <b>30</b> |  |                      |                        |   |   |   |   |



| Technical Proposal Evaluation<br>Form 3 |                     |     | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|---|---------------------|-----|----------------------|------------------------|---|---|---|---|
|   |                     |     |                      | A                      | B | C | D | E |
|   | <b>Total Part 3</b> | 300 |                      |                        |   |   |   |   |