

PRE-BIDDING CONFERENCE – MINUTES OF MEETING **RFP - UNDPKEN/007/2020**

Assignment Name:

“ RFP for the Integrated Enterprise Resource Planning (ERP) solution for NGOs Co-ordination Board of Kenya”

Date & time:

Thursday, 30 July 2020; 14:00-17:00 (EAT), Virtual Conference - <https://undp.zoom.us>

Closing Date:

Friday, 14 August 2020 at 11.59 P.M. - East Africa Time (GMT+3)

TO ALL INTERESTED BIDDERS

Here below are Answers to Questions raised regarding the above assignment:

NO		SUBJECT
Info		<p>Bid conference was opened with following agenda:</p> <ol style="list-style-type: none"> 1. Brief explanation on the project scope (TOR) – technical issue. 2. Brief explanation on how UNDP intends to have the consultancy carried out. 3. Question & Answer (Q & A) <p>The above explanation has been stated on the RFP document. Bidders are encouraged to <u>carefully</u> read the RFP document before preparing the proposal. They were reminded to submit all support documentation including financial statements as well as reference letters on similar work undertaken.</p> <p>Q&A session is incorporated in the below minutes</p>
1	Q	Number of users who will use the system.
	A	The least number of concurrent system users is 2, the highest at 20 for any of the internally facing modules. However, Premis & Pomis modules are external facing and may have a large number of users (clients) accessing concurrently.
2	Q	Number of locations from where the system will be accessed.
	A	This is a multiple access web-enabled integrated Enterprise Resource Planning (ERP) system.

3	Q	Will you give access to different NGO users ? a) If YES, please let us know what data or report they will enter or see
		External Partners will not get access to the internally facing modules of the ERP system . However, authorized outbound reports/data will be accessible through the externally facing modules.
4	Q	We assume no integration with NGO systems or data
	A	Yes. The ERP Solution will be independent from other NGO systems.
5	Q	Please let us have: a) The List of External Applications with whom integration is required like e-citizen and Immigration. b) And what kind of integration is required. c) All APIs will be provided by the client.
	A	a) and c) This is on need basis and may change from time to time depending on external services that require integration to the ERP. The most obvious are: e-citizen, immigration, KRA's i-tax, IFMIS, GHRIS, Banking & pay point system, Paybill Numbers, USSD codes, etc. The NGO Board will take lead in seeking the relevant API authorizations /approvals with the identified agencies. b) Integration will be done in consultation with the various external institutions and it is mainly aimed at information sharing between the different institutions and NGO Board ERP, data exchange in specific modules. E.g. pay bill is integrated with the NGO Board's bank account and Finance Module for direct, automatic & instant transaction/update/report query.
6	Q	Will the application be Hosted on Cloud or On-premise?
	A	The application will be hosted In-house / On-Premise.
7	Q	We assume that all hardware/cloud cost will be borne by the Client
	A	Hardware and cloud costs not to be included at this point.
8	Q	Donor Support/Financing: How this data will come in the system. We assume Users will enter the data.
	A	This will be determined at a later stage.
9	Q	What are the use-cases Identified for AI?
	A	This is yet to be identified.
10	Q	Data Conversion: a) Please let us know, what is the size of data that needs to be imported and hope that data is in Excel importable format – please let us know. b) Are there any data which is in Physical format, If Yes, then how many pages are there? i. Do we need to do data entry in the system?
	A	a) Yes. The current systems are in SQL, Ms Access, Spreadsheet, QWB/QBB, which can be converted to any format before data migration.

		b) Yes. There is a large volume of historical data maintained in physical files which will need to be converted to electronic format manually through data entry to the new system.
11	Q	Hope Training will be done at Head Office and in One Batch only
	A	No. Training should be done in batches either at the Head office or at an external location.
12	Q	Hope User Acceptance Testing(UAT) will be done at Head Office
	A	No. User Acceptance Testing should be done in batches either at the Head office or at an external location.
13	Q	Implementation will be done from One Location only as the system will be on web
	A	Yes, since the system will be web-based, implementation will be done from one location.
14	Q	Do you need software development team to be stationed at your office?
	A	No. The software development team should be stationed off-site.
15	Q	Hope the study of the system will be done at Head Office – no need to travel to other locations
	A	Yes. The Solution will be hosted In-house/On-premise.
16	Q	User will enter, either of the two dates: US vs British format
	A	The UK Date System should be used.
17	Q	Data Export is required for: a) SPSS: We assume we need to provide in excel in tabular format. b) STATA: We assume we need to provide in excel in tabular format.
	A	a) and b) Yes. The data needs to be in excel in tabular format.
18	Q	Integration with other in-house application. a) Please let us know the number of applications and kind of integration like IFLIS, IPPD etc.
	A	All in-house applications should be migrated to the ERP System and not run independently.
19	Q	Integration Required with: a) Mobile/satellite-based technologies b) Tools such as USSD codes c) Bulk SMS, email system d) Banking systems e) Electronic payment modes. f) Electronic signatures g) GIS mapping etc. Please let us know, for all above APIs will be provided by Client and all third-party cost and services will be extra – not part of proposal, the man-month required to integrate all above, or the details of the integration required for our costing calculation purpose
	A	Yes, all API integrations are required. The API integration services costs should be factored in the financial proposal.
20	Q	The Cost of all Third-party software will be extra and will be paid by client.

	A	The financial proposal should include the total cost of developing the ERP System. This includes the cost of all the foreseeable third-party software required.
21	Q	Hardware Sizing: Please let us know the expected Database size in a year.
	A	The introduction part of the Terms of Reference gives an indicator of the current and expected growth.
22	Q	Warranty: a) Do you require manpower on-site at Head Office? How many people? b) Will you get new changes done in the system during warranty period?
	A	a) The Solution provider should have a manned local support office with expected response to support call time that guarantees 99.99% uptime/availability of the system. b) Changes are dependent on the unforeseeable occurrences post-deployment of the system. However, it is not obvious that there will be changes to the system.
23	Q	O&M: a) Do you require manpower on-site at Head Office? How many people? b) Will you get new changes done in the system during warrant period?
	A	a) The Solution provider should have a manned local support office with expected response to support call time that guarantees 99.99% uptime/availability of the system. b) Changes are dependent on the unforeseeable occurrences post-deployment of the system. However, it is not obvious that there will be changes to the system
24	Q	Common: a) For any Travel to Client locations – the Travel Cost, boarding and lodging will be borne by the client. b) Will you provide Space, Infrastructure etc. to our team for the on-site phase of the project – if required to be stationed at your location
	A	a) The DSA and travel costs for on-site support post-deployment will be covered by UNDP. These costs should not be included in the financial proposal. b) Yes. This, however, is during the warranty period for on-site support.
25	Q	Is the ERP only for internal staff and what data would you like to be captured from the NGOs
	A	The system will have an internal and external interface for both internal and external users.
26	Q	What modules are required for this ERP system?
	A	All modules have been included in the RFP documentation
27	Q	What operating systems are in use, including DBS or certifications in place: Is the client an Oracle, SAP and Microsoft License customer? List of systems that need integration and third-party suppliers that will need access to the system.
	A	SQL, Ms Access, Spreadsheet, QWB/QBB, Hard copies/paper files.

28	Q	Is this submission a single envelope or are we required to submit technical and financial proposals separately?
	A	The financial and technical proposal should be submitted separately.
29	Q	Will licenses for the solution need to be provided and costed?
	A	Yes. However, the Board seeks for an (unlimited licenses) customized solution, not commercial off-the shelf software's that requires multiple licensing /license renewals. 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. Our expectation is that in the first warranty period of three years, the cost of all the licenses will be borne by the consultant.
30	Q	In your view, what is the reasonable proof of demonstration of current soundness of financial standing?
	A	The most recent audited financial statements will be considered.
31	Q	How many probable users are there in each NGO, and how many NGOs? Are all NGOs within Kenya?
	A	The introduction part of the Terms of Reference gives an indicator of current and expected growth. There are approximately 11,000 NGOs that will interact with the system.
32	Q	Is there any chance for extension of the date of submission ?
	A	This can be considered but NOT guaranteed.

Participants:

Signature:

Date:

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