



KENYA VETERINARY VACCINES PRODUCTION INSTITUTE

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NAIROBI

**REQUEST FOR PROPOSALS (RFP) FOR THE SUPPLY, INSTALLATION AND
COMMISSIONING OF ENTERPRISE RESOURCE PLANNING (ERP)
SYSTEM**

TENDER NO: KVVPI/ T/02/15-16

CLOSING DATE: 13th August 2015

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INTRODUCTION

Purpose of RFP

The Kenya Veterinary Vaccines Production Institute (KEVEVAPI) is a state corporation under the Ministry Of Agriculture Livestock and Fisheries, Department of Livestock with a mandate to manufacture and distribute vaccines for the livestock sector in Kenya and beyond. Currently KEVEVAPI has two vaccines production facilities and one research farm.

KEVEVAPI is in the process of implementing an integrated Enterprise Resource Planning system (ERP) to efficiently manage its operations.

The purpose of this document is to solicit proposals for the supply and implementation of an integrated ERP software solution for Kenya Veterinary Vaccines Production Institute. Hereinafter, Kenya Veterinary Vaccines Production Institute and its entities will be referred to as “KEVEVAPI” for convenience and reporting.

About KEVEVAPI

Kenya Veterinary Vaccines Production Institute provides effective vaccines to the livestock sector for healthier and productive livestock, for high quality livestock products for the benefit of farmers and other stake holders.

KEVEVAPI has the following units: Embakasi – FMD Labs for the production of Foot and Mouth Disease Vaccine, Kabete- Labs for the production of other livestock vaccines and the Limuru farm for research purposes.

Objective of the RFP

The objective is to select suitable contractor(s) and establish a contract with successful bidder(s) for an ERP System acquisition and implementation.

KEVEVAPI is an Organization that depends on its units for revenue generation

for its activities. For this reason, prospective vendors are requested to propose the best and most cost-effective solution to meet KEVEVAPI requirements, while ensuring a high level of service.

The proposed ERP should be scalable enough to accommodate the current and envisioned future growth of the institute.

Scope of the RFP

This RFP is a solicitation for information regarding the purchase, implementation, and maintenance of an integrated ERP system. Our objectives are therefore, as follows:

- Identify the software product that has the best “inbuilt out of the box” fit to our defined business process requirements for a new integrated business information system assessed through quantitative features and function evaluation process.
- Identify the organization deemed will represent the best “partner” for our organization in implementing a new integrated business information system by conducting quantitative interviews with current customers.
- Utilize the core business processes inherent within the chosen software to provide the basis for capturing our existing internal business processes.
- Purchase and implement new software, including re-engineering of the necessary software business processes to be in line with the established processes already in place.

DESCRIPTION OF PROJECT

Background and Justification

Over the years KEVEVAPI has achieved significant growth and to sustain this growth, it has become essential to acquire an integrated business information system to effectively manage its operations and growth.

The first step in this initiative is to establish a common set of processes throughout the organization with the aim of:

- Harmonizing efforts and increase efficiency
- Achieving increased synergies across the business units
- Improving integration within the business units.

The current environment consists of manual processes with one standalone processes (payroll) which need to be integrated.

Business strategy and objectives

The KEVEVAPI strategy is particularly focused on implementing a corporate-wide Integrated Enterprise Resource Planning or ERP software system, to form the core technology, database, and development environment to be utilized by the organization.

Our Vision: A globally recognized institute in the production and supply of high quality and affordable veterinary vaccines and services.

Our Mission: To produce safe, efficacious and affordable veterinary vaccines through undertaking research, providing information, marketing and distribution for improvement of the livestock industry.

Our Mandate: The Kenya Veterinary Vaccines Production Institute (KEVEVAPI) derives its mandate under the State Corporations Act, Cap 446 of the laws of Kenya through legal notice No. 223 of 4th June, 1990.

In line with the vision and mission, KEVEVAPI's strategic themes include

- Production of efficacious and affordable veterinary vaccines

- Customer relationship intimacy by taking KEVEVAPI closer to external and internal customers locally, regionally and globally
- Product Leadership
- Operational excellence
- Performance based corporate culture enhancement

SECTION I - INVITATION TO TENDER

TENDER REF NO **KVVPI/T/02/15-16**

TENDER NAME **SUPPLY, INSTALLATION & COMMISSIONING OF ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM**

- 1.1 The Kenya Veterinary Vaccines Production Institute invites sealed tenders from eligible bidders for supply, installation and commissioning of an Integrated Enterprise Resource Planning (ERP) System.
- 1.2 Interested eligible candidates may obtain further information from and inspect the tender documents on our website www.kevevapi.org.
- 1.3 The request for proposal (RFP) includes the following
- | | | |
|-------------|---|---------------------------|
| Section I | - | Invitation to Tender |
| Section II | - | Instructions to Bidders |
| Section III | - | Technical Proposal |
| Section IV | - | Financial proposal |
| Section V | - | Submission and Evaluation |
| Section VI | - | Terms of reference |
- 1.4 A complete set of tender documents may be downloaded from the website (www.kevevapi.org) free of charge.
- 1.5 Prices quoted should be net inclusive of all taxes and must be in Kenya Shillings and shall remain valid for 60 days from the closing date of the tender.
- 1.6 Completed tender documents are to be enclosed in plain sealed envelopes marked with tender reference number and be deposited in the Tender Box located at KEVEVAPI Head office reception, to be received on or before 13th August, 2015 at 11.00 AM.
- 1.7 Tenders will be opened thereafter on the same day at 11.30 am in the presence of the bidders or their representatives who choose to attend at the KEVEVAPI Boardroom Room, KEVEVAPI Headquarters.

Dr. Jane Wachira
Ag. Chief Executive Officer.

SECTION 2

BIDDING INSTRUCTIONS

2.0 Bidding Guidelines

1. To be eligible, bidders must be recognized ERP solution providers with a wide experience in ERP development and roll out.
2. Bidders will bear all costs associated with the preparation and submission of bids.
3. KEVEVAPI will not be responsible in any way or liable regardless of the conduct or outcome of the bidding processes.
4. Bidders may request clarification on the RFP document for ERP within 7 days before the proposal submission date to enable KEVEVAPI respond to the request.
5. All the forms in the Bidding Document must be completed.
6. A full description of the technical solution should be provided.
7. Prices quoted by the Bidder must be fixed and valid throughout the Bidder's performance of the contract and not subject to any change.
8. Bidders to provide a bid bond of 2% of their quoted price.
9. Unsuccessful Bidder's bid bond will be discharged within fourteen(14) days after the expiration of the period of bid validity as prescribed by KEVEVAPI.
10. The successful Bidder's bid bond will be discharged upon the Bidder signing the contract, and completion of the assignment.
11. The bid bond may be forfeited if a Bidder withdraws the bid after opening of the bids during the period of the bid validity, or if the successful Bidder fails to sign the contract or furnish a performance bond within the stipulated period.
12. Bids shall remain valid for a period of 60 days from the date of bid submission.
13. The bidder to provide a financial summary of their proposal clearly indicating total bid price inclusive of applicable taxes.

14. The financial Proposal should clearly show separate items of the taxes, duties, fees, levies and other charges
15. At any time before submission of proposals, KEVEVAPI may for any reason, whether at its own initiative or in respect to a clarification requested by a bidder, amend the request for proposal. Any such amendment shall be communicated in form of addendum.
16. Technical and Financial proposals shall be signed by an authorized representative and initialed on all pages.
17. Each Technical proposal and Financial proposal shall comprise of one original and one copy marked appropriately.

2.1. Submission of bids

Both Technical Proposal and Financial Proposal be submitted in separate envelopes clearly marked "Technical Proposal or Financial Proposal" bids for the Supply, installation and commissioning of Enterprise Resource Planning (ERP) System should be submitted to:

**THE CHIEF EXECUTIVE OFFICER,
KEVEVAPI,
P.O. Box 53260 00200,
NAIROBI.**

2.2 Evaluation of Bids

1. Kenya Veterinary Vaccines Production Institute will only consider bids from recognized ERP solution providers or recognized software developers. Proof of similar assignments done shall be a requirement.
2. Kenya Veterinary Vaccines Production Institute reserves the right to review the user and technical documentation for the proposed ERP at a Bidder's nominated site to verify compliance with the Technical Specifications.
3. Kenya Veterinary Vaccines Production Institute reserves the right at the time of the contract award to increase or decrease, up to 5%, the quantity of products and services originally specified in the Schedule of Requirements without any change in unit prices or other terms and conditions.
4. Kenya Veterinary Vaccines Production Institute reserves the right to accept or reject a bid, or to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders in accordance with Public Procurement regulation, 2006.
5. A two stage procedure will be adopted in evaluating the proposals with the technical evaluation being completed prior to the opening of financial proposals that will have met the evaluation criterion and cut off points.
6. The weight given to the technical and financial proposals will be 80 points and 20 points respectively. Only technical proposals scoring/attaining 75% and above will be considered responsive and their financial proposals will be opened and evaluated as outlined below:-
7. The evaluation committee appointed by the Client shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria as follows:
 - i. The adequacy of the proposed methodology to the response of the Terms of Reference-----
(10points)
 - ii. Adequacy of the Demo for the proposed prototype-----
(20points)
 - iii. The suitability of the proposed Work plan-----
(10points)
 - iv. Details of proven experience in related assignments (at least 3) -----
------(20points)
 - v. Details of Firm ERP experience in Kenya (minimum 5 year with 10 + production based customer(s))------(10points)
 - vi. Details of ERP implementation experience of the proposed staff -----
------(10points)

2.3 Evaluation

Bidders whose technical proposals will have met technical evaluation criterion described in (2.2-6) above shall be invited for the opening of the financial proposals. The other financial proposals shall be returned unopened. Any effort by a bidder to influence the evaluation or contract award decisions shall result in the rejection of the bidder's proposal.

2.4 Technical Proposal Evaluation

Technical proposals will be evaluated using the following criteria with each section below a) through d) having equal scores:

- a) The firms general experience in the field of assignment
General Experience in relevant assignment
- b) The adequacy of the response to the technical proposal
- c) The adequacy of the proposed work plan and approach to the TOR:
Methodology
Work plan
- d) Qualification and competency of the personnel proposed for the assignment

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

Financial Proposal Evaluation

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

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

Overall Ranking

The overall ranking will be computed as follows: -

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

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

2.5 Negotiations

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

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

2.6 Proposal Validity

The proposal must remain valid for **60** days after the submission date. During this period, the consultant is expected to keep available, at his own cost the professional staff proposed for the assignment. The Institute will make the best effort to complete tendering within reasonable period.

2.7 Signing of contract

The contract for this assignment will be concluded after negotiations and shall be signed between The Kenya Veterinary Vaccines Production Institute and the winning bidder.

SECTION III TECHNICAL PROPOSAL

3. Format of the Technical Proposal

Bidders must provide their proposals in the format given below:-

Section 1: Software Requirements

The following components should be identified:

1. Hardware Requirements
2. Operating System Requirements
3. Utility Requirements (other components required for the system to function properly)
4. The Software Solution Proposed
5. Installation requirements
6. Availability of source code/updates

Section 2: Installation and Implementation

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

1. Experience and qualification of Bidders project leader
2. Staffing levels
3. Project plan
4. User training and Acceptance testing
5. Change management procedures
6. Completion dates

Section 3: Maintenance and Support Requirements

For maintenance and support requirements, identify the following sections:

1. Maintenance Service Level Agreement
2. Supplier maintenance support facilities
3. License requirements
4. Future upgrades

3. Preparation of Technical Proposal

3.1 The bidders proposal shall be written in English language.

3.2 In preparing the Technical Proposal, bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

3.3 A detailed description of the methodology describing in detail solutions to achieving all the system modules indicated in the Terms of Reference (SECTION VI) must be included.

3.4 A detailed Implementation Work Plan for performing the assignment must be included.

3.5 While preparing the Technical Proposal, bidders must give particular attention to the following bidder qualification requirements in addition to the Terms of Reference:

- i. The bidder should have been in operation as a supplier and/or installer of Enterprise Resource Planning and/or Integrated Information Management Systems of this kind for a minimum period of ten (10) years.
- ii. The bidder must provide a copy of certification/authorization from the manufacturer or distributor to do business as an authorized vendor for the proposed solution.
- iii. The bidder must submit at least three (3) reference sites especially Pharma production based sites where the supply, installation and commissioning of a similar enterprise resource planning system has been done, that best illustrate your ability to carry out this assignment. Using the format below, provide information on each assignment for which your firm either individually, as a corporate entity or in association, was legally contracted.

Name of Client and postal address	Key contact person and telephone no.
Physical address	When was the assignment undertaken
Description of the Assignment	Approx. value in Ksh. of the contract

- iv. The bidder should provide further proof of capacity to undertake an exercise of this magnitude.
- v. The bidder should have operation in Kenya with minimum 5 years of experience and 10+ production based customers. Bidder will provide name, contact person and address of 10 production based customers in Kenya.
- vi. A certification by software certifying bodies for your software processes will be considered if it is relevant to our requirements (CMM, ISO, etc.)
- vii. Demonstrate experience and capability in project management by giving your dedicated technical team for the ERP support.

- viii. A project manager with at least ten (10) years' experience managing Enterprise Resource Planning system installations and configurations. Use form provided below ix .
- ix. Technical specialists with at least seven (7) years' experience installing and configuring Enterprise Resource Planning systems. The specialists should have the relevant certificates that indicate skills and training in installing, configuring and commissioning ICT systems of the nature proposed in this assignment. It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or has an extended and stable working relationship with it. Using the format below, provide information for each person and proposed position to be assigned.

Proposed Position: _____

Name of Staff: _____ **Nationality:** _____

Date of Birth: _____

Highest academic qualification, when and where attained:

Profession: _____

Professional qualifications, when and where attained:

Membership in Professional Societies: _____

Years with Firm: _____

Previous Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member.]

3.6 The Technical Proposal shall not include any financial information.

CURRENT CONFIGURATION AND APPLICATIONS

This section covers KEVEVAPI's current configuration and applications.

3.7 The Current Status

The current configuration consists of a standalone Payplus payroll and wireless LAN at Embakasi Headquarters and a wireless LAN at Kabete Station.

RFP forwarding letter

Date:

Subject: Technical Proposal Submission Form

**The Chief Executive Officer
Kenya Veterinary Vaccines Production Institute
Road A, Off enterprise Road Industrial Area
P.O. Box 53260 – 00200
Nairobi**

Dear Sir/ Madam

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

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

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

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

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

We remain

Yours sincerely,

(Authorised Signatory)

SECTION IV FINANCIAL PROPOSAL

4. Preparation of Financial Proposal

4.1 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms below. It lists all costs associated with the assignment including; (a) remuneration for staff (in the field and at headquarters), and; (b) reimbursable expenses such as subsistence (per diem, housing), transportation, services and equipment, printing of documents, and training, if it is a major component of the assignment. If appropriate these costs should be broken down by activity.

4.2 The costs should be inclusive of all government taxes and expressed in Kenya Shillings.

4.3 The Proposal must remain valid for **60** days after the submission date. If the Client wishes to extend the validity period of the proposals, the consultants who do not agree have the right not to extend the validity of their proposals.

FINANCIAL PROPOSAL STANDARD FORMS

4A. Financial Proposal submission form.

4B. Summary of costs.

4C. Payment Schedule.

4A. Financial Proposal submission form

Date:

Subject: Financial Proposal Submission Form

The Chief Executive Officer,
Kenya Veterinary Vaccines Production Institute
Road A, Off Enterprise Road Industrial Area
P.O. Box 53260– 00200
NAIROBI

Dear Sir/Madam

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

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

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

We remain

Yours sincerely

Authorised Signatory

4B. SUMMARY OF COSTS

Cost Items	Amount(s)

4C Payment Schedule

Payment shall be made according to the following schedule:

The consultant will be paid in line with the KEVEVAPI laid down procedures of payment.

Payment to the Consultant shall be made in Kenya Shillings on the following terms:

- 10% - payable on submission and acceptance of Systems Analysis and Design inception report
- 40% - payable upon Development, Installation and Testing of the system.
- 40% - payable on Training, Implementation, Pilot roll out and commissioning.
- 10% - Retention and payable 6 months after completion of pilot roll out.

The cost of preparing the proposal shall be **borne by the bidder**.

Confidentiality

The Contracted ERP Provider shall be expected to hold the client's interest as paramount and in so doing ensure that all advice and recommendations reflect the outmost in professionalism and objectivity and shall sign a confidentiality agreement.

SECTION V SUBMISSION AND EVALUATION OF PROPOSALS

- 5.0 The original proposal shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person authorized to sign the proposals.
- 6.1 For each proposal, the consultants shall prepare the number of copies indicated in Appendix "A". Each Technical Proposal and Financial Proposal shall be marked "**ORIGINAL**" or "**COPY**" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original shall govern.
- 6.2 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "**TECHNICAL PROPOSAL**," and the original and all copies of the Financial Proposal in a sealed envelope clearly marked "**FINANCIAL PROPOSAL**" and warning: "**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**". Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Appendix 'A'.
- 6.3 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Appendix "A". Any proposal received after the closing time for submission of proposals shall be returned to the respective consultant unopened.

6.4 Proposal Evaluation General

- 6.4.1 From the time the bids are opened to the time the Contract is awarded, if any consultant wishes to contact the Client on any matter related to his proposal, he should do so in writing at the address indicated in the Appendix "A". Any effort by the firm to influence the Client in the proposal evaluation, proposal comparison or Contract award decisions may result in the rejection of the consultant's proposal.
- 6.4.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

6.5 Evaluation of Technical Proposal

- 6.5.1 The Kenya Veterinary Vaccines Production Institute reserves the right to review the user and technical documentation for the proposed ERP at a Bidder's nominated site to verify compliance with the Technical Specifications.
- 6.5.2 The Kenya Veterinary Vaccines Production Institute reserves the right at the time of the contract award to increase or decrease, up to 5%, the quantity of products and services originally specified in the Schedule of Requirements without any change in unit prices or other terms and conditions.
- 6.5.3 The Kenya Veterinary Vaccines Production Institute reserves the right to accept or reject a bid, or to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders in accordance with Public Procurement regulation, 2006.
- 6.5.4 A two stage procedure will be adopted in evaluating the proposals with the technical evaluation being completed prior to the opening financial proposals that will have met the evaluation criterion and cut off points.
- 6.5.5 The weight given to the technical and financial proposals will be 80 points and 20 points respectively. Only technical proposals scoring/attaining 75% and above will be considered responsive and their financial proposals will be opened.
- 6.5.6 Due to the importance attached to the suitability of the key experts listed for this assignment, their substitution after the assignment without written authority of the client may lead to the cancellation of the contract. Any replacement must be with similar qualification/experience or better and approved by Kenya Veterinary Vaccines Production Institute.
- 6.5.7 A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score of 75%.

6.6 Evaluation of Financial Proposal

- 6.6.1 The Financial Proposals shall be opened publicly in the presence of only the **Technically Responsive** bidder's representatives who choose to attend. The name of the bidding firm, the technical Scores and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Client shall prepare minutes of the public opening.
- 6.6.2 The evaluation committee will determine whether the financial proposals are complete i.e. whether the consultant has priced all the items of the

corresponding Technical Proposal and correct any computational errors. The cost of any unpriced items shall be assumed to be included in other costs in the proposal. In all cases, the total price of the Financial Proposal as submitted shall prevail.

- 6.6.3 The lowest cost proposal will be awarded 20 points. Other proposals will be awarded proportionate points as per formulae

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

6.6.4 Overall Ranking

The overall ranking will be computed as follows: -
(0.8 × points scored on technical score) + (0.2 × Points score on financial proposal).

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

6.7 Negotiations

- 6.7.1 Should there be need for further negotiations in regard to the contract, this will be held at the same address as “address to send information to the Client”. The aim of the negotiations will be to reach a suitable agreement on all points and sign a contract.

- 6.7.2 Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment. Negotiations will be held at The Kenya Veterinary Vaccines Production Institute. The aim is to reach an agreement on all points and sign a performance contract. Negotiations will include a discussion of the technical proposal, the proposed methodology and work plan, staffing and any suggestions made by the firm to improve the terms of reference.

- 6.7.3 The financial negotiation will include issues to do with cost and clarification (if any). The negotiations will culminate in the signing of a contract. If negotiations fail, The Kenya Veterinary Vaccines Production Institute will be at liberty to invite the firm whose proposal received the second highest combined score.

- 6.7.4 Having selected the firm on the basis of, among other things, an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the experts will be actually available. The Client will not consider substitutions during

contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the firm may be disqualified.

- 6.7.5 The negotiations will conclude with a review of the draft form of the Contract. To complete negotiations the Client and the selected firm will initial the agreed Contract.

6.8 Award of Contract

- 6.8.1 The Contract will be awarded following negotiations if any. After negotiations are completed, the Client will promptly notify other shortlisted consultants that they were unsuccessful and return the Financial Proposals of those consultants who did not pass the technical evaluation.

- 6.8.2 The selected firm is expected to commence the assignment on the date and at the location specified in the contract.

6.9 Confidentiality

- 6.9.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the Contract.

- 6.9.2 The procuring entity requires that the consultants observe the highest standards of ethics during the selection and award of the consultancy contract and also during the performance of the assignment.

SECTION VI TERMS OF REFERENCE

REQUEST FOR PROPOSALS FOR (RFP) FOR SUPPLY, INSTALLATION AND COMMISSIONING OF ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

Kenya Veterinary Vaccines Production Institute plans on acquiring an integrated Enterprise Resource Planning (ERP) System to manage its business processes. The ERP system should be of Service Oriented Architecture (SOA) based on web services standard technologies and interoperable with open standards. The Institute has the following departments presently spread across three Stations (Embakasi, Kabete and Limuru):

1. Administration /HR
2. Production
3. Sales and Marketing
4. Procurement
5. Finance
6. Research and Development
7. Quality Control
8. Engineering and Estates
9. Audit

The system should support **twenty (20)** concurrent users with ability for future upgrade. The total institute staff strength is about 200.

The following are the processes to be automated per department and/ or institute wide.

Sales and Marketing

- Sales Force Automation
- Enquiry/Quotations
- Sales order management
- Stock transfer
- Exports

Procurement(Supply Chain)

- Product, Services management
- Sub-contracting management (Service Level Agreements)
- Supplier management
- Online procurement
- Inventory control
- Warehousing
- Dispatch
- Stock reconciliation

Finance and Accounts

- GL(General Ledger)
- Accounts Payable and Receivables
- Costing
- Budgeting
- Vouchers and Day Books
- Trial Balance, Balance Sheet and other financial reports

Admin, HR & Payroll

- Personnel Management
- Recruitment/Appraisals
- Training
- Attendance recording and management
- Payroll
- Executive Management Information System
 - Reports for the Top management
- Statutory Requirements, Compliance and Governance

Production (Manufacturing)

- Bill of material
- Machine allocation
- Manufacturing Resource Planning
- Shop floor management
- Production Capacity planning
- Production schedules

Quality Assurance/ Control

- Raw materials tests
- Final product test
- Conformity tests

Research and Development

- Field Data analysis

Fixed Assets and Costing Management

- Processing
- Asset Depreciation and Transactions
- Expenses allocation

- Budget/Forecast Analysis
- Product/Project costing

Engineering& Estates –

- Equipment and buildings/facilities Maintenance
- Preventive and Breakdown Maintenance
- Service Order management

Customer Care

- After Sales Support Management
- Complaint management

Management Dashboard

- Top level Graphical Analytics for Top and Senior Management

Business Intelligence Tool and reporting tool of the ERP

System Administration

- Users and Role definition and privileges
- Auto Back up Tool
- Audit trail management and logging

IT Help Desk

- Incident Reporting
- Ticketing
- Support

THE FOLLOWING ARE SPECIFIC SYSTEM TERMS OF REFERENCE.

Scope of Work

The scope of work includes:-

- i. The supply, installation, configuration and commissioning of an Enterprise Resource Planning System which should be modular and web based interface in all aspects;
- ii. Supply and set up of a centralized database;
- iii. Setup of data validation, data analysis, data extraction and data backup systems and procedures;
- iv. Describe all hardware specifications necessary to operate the proposed system (platform, processor, memory, hard disk type and size).
- v. Describe all server software specifications for the new system.
- vi. Describe all client software specifications for the new system.
- vii. Training of users;
- viii. Provision of warranty after successful commissioning (go-live) of system.
- ix. Preparation and timely submission of project reports.

7.1 Deliverables

- ❖ Inception Report giving a detailed understanding of the assignment.
- ❖ A detailed work plan with the resource requirements schedule.
- ❖ Functional Requirements Design
- ❖ Installed and commissioned Enterprise Resource Planning System
- ❖ Training of administrators and end users
- ❖ Well functional and tested System source code
- ❖ System and User Manuals in hard and soft copy
- ❖ fortnight status reports
- ❖ Risk management report
- ❖ Final project report
- ❖ Warranty of 1 year i.e User and System support
- ❖ Proposed Hardware and Operating system requirements and specifications
- ❖ Utility Requirements (other components required for the system to function properly)

7.2 Technology

The bidder must define the technology platform(s) to be used to fully deliver their proposed solution. This should include:

- ❖ The proposed components of the system (Names and versions)
- ❖ The application development environment.
- ❖ The database proposed.
- ❖ Operating system proposed.
- ❖ Client or end-user operating systems supported
- ❖ The system must be scalable to accommodate growth in the user base as well as transactions. Comment on how this can be realized.
- ❖ Please elaborate on the open-endedness of the software to allow

- integration with other systems especially the e-government system.
- ❖ Please describe the programming language/technology of the system.
 - ❖ Setup of necessary IT security measures for the system;
 - ❖ Supply and installation/setup of the appropriate software, licenses and kits;
 - ❖ The system must be highly available with an uptime of at least 99.9% availability.
 - ❖ Network environment(s) supported. Bidders are expected to advise and where necessary provide the minimum hardware specifications for the optimum operation of their solution.

For each SPECIFICATION, bidders are requested to provide a clear and concise explanation or provide across-reference to where that explanation or supporting information can be found in other part of the technical proposal.

Technology Transfer

As part of the implementation process, it is the hope of KEVEVAPI that its implementation personnel can gain significant expertise in both the technology used by the application as well as the inner workings of the application itself. It is our requirement that you ensure that the team is familiar with all aspects of your application.

General System Requirements

The General System Requirements provide the basic requirements that the system must possess. The requirements listed below will provide for the setup and operation of the system:

No.	Item: General System Requirements
GS1	Graphical User-friendly interface.
GS2	Simple and Intuitive navigation between functions such as drop-down menu driven options for common/known data fields.
GS3	Auto email Facility
GS4	Automatic population of known fields to reduce data re-entry.
GS5	Ability to print any information displayed on a screen.
GS6	Data validation and error checking facility.
GS7	Ability for the system to set up various parameters that are user specific (data classifications, formulas).
GS8	Provide for a multi-currency facility transaction processing system.
GS9	Have a report generator facility allowing for the generation of standard and non-standard reports.
GS10	Be service oriented architecture and based on web technology standards, interoperability with open standards. Ability to allow for remote access to the System through a standard web browser, mobile.
GS11	Ability for the system to grant access to users through a single sign-on/log-on facility.

GS12	The system should interface with other applications.
GS13	The system must provide a facility for output/reports to be directed either to a printer, screen or file and have the following: <ul style="list-style-type: none"> • Title/description; • Page numbering; • End of report message; and • Default spooling where output size exceeds user defined limits.
No.	Item: General Report features
GS14	Ability to handle versatile reporting queries from staff.
GS15	Generate standard and customized reports. Automatically refresh when the underlying data is changed.
GS16	Ability to configure the layout of standard reports. Possibility to include the Authority's logo on a standard report?
GS17	Ability to transform existing data in a report into a chart or graph.
GS18	Ability to create reports and export them to MS Word, MS Excel, Email or PDF.
GS20	Ability to schedule reports and print on queue as required.
GS21	Ability to predefine the generation of automatic reports for example weekly, bi-weekly, monthly, quarterly, annually.
GS22	Ability to easily setup user-defined (ad hoc) reports.
GS23	Ability to configure users based on roles and responsibilities for example through the departments.
GS24	The system must provide for security backup facilities to enable complete file restore and recovery.
GS25	The System must have the capability of performing incremental backups without system downtime.

Service Level Agreement(SLA)and Support Requirements

The objective of the Service Level and Support requirements is to ensure that the system implemented is adequately supported and that the system maintains the acceptable uptime levels.

No.	Detailed Requirements
i.	The bidder MUST guarantee free support for the proposed system for at least one(1) year after commissioning.
ii.	The bidder should furnish a maintenance schedule for the system so supplied.
iii.	The bidder MUST test all the necessary interfaces and interconnection facilities which integrate the

No.	Detailed Requirements
	components of the proposed system.
iv.	The bidder MUST commit to providing ongoing technical support for the tuning and re-configuration as requested from time to time once an SLA is signed before the expiry of the warranty period.

Duration of the Consultancy

It is envisaged that the entire implementation duration will be a maximum of **Six months (180 days)** from the date the contract is signed. This putting into consideration a phased approach to implementation. However, bidders are encouraged to propose an agreeable duration as may be practically possible while meeting all the requirements of the Terms of Reference.

The project implementation duration does not include the warranty period, which will commence immediately after commissioning the system, for a period of one(1)year.

Responsibility of client

The client shall undertake the following:

- Provide office space and other necessary tools
- Introduce the successful bidder to the key parties.
- Provide relevant documents that may be required.
- Provision of timely feedback.
- Payment of dues as per the contract.

Supervisory arrangements

The consultant shall report to the Client's Implementation Team headed by the Chief Executive Officer

Insurance

The Consultant will be responsible for taking out any appropriate insurance coverage.

Assignment

The Consultant shall not assign this Contract or sub-contract any portion of it without the Client's prior written consent.

BID SECURITY

All bidders should provide a bid security equivalent of 2% of the quoted prices.

COMMENTS AND SUGGESTIONS OF FIRMS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT.

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.

On the data, services and facilities to be provided by the Client:

- 1.
- 2.
- 3.

PERFORMANCE BOND

To: The Chief Executive Officer
Kenya Veterinary Vaccines Production Institute
P.O. Box 53260-00200
NAIROBI
KENYA

WHEREAS [*name of supplier*] (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No. [*Reference number of contract*] dated2015 to supply, Install and commission Enterprise Resource Planning (ERP) System,(hereinafter called "the Contract").

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

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

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

This guarantee is valid until the conclusion of the second year after the date of acceptance by The Kenya Veterinary Vaccines Production Institute of the installation of the ERP system.

Signature and seal of the Guarantors

[Address]

[Date]

APPENDIX “A”

1. The name of the Client is: **Kenya Veterinary Vaccines Production Institute**
2. Technical and Financial Proposals are requested: **Yes**
3. Bidders must submit an original and one copy of both Technical and Financial proposals.
4. The name(s), address (es) and telephone numbers of the Client's official(s) are:
 1. Mr. Geoffrey T. Simwa
Admin/HR Manager
Kenya Veterinary Vaccines Production Institute
Mobile: 0723674265
E-Mail: jeff.simwa@kevevapi.org
 2. Mr. Rotich Rollings
ICT Officer
Kenya Veterinary Vaccines Production Institute
Mobile: 0722310585
E-mail: rotich.rollings@kevevapi.org
 3. Ms. Jael Misoi
Ag. Supply Chain Manager
Kenya Veterinary Vaccines Production Institute
Mobile: 0722363588
E-mail: jael.misoi@kevevapi.org
5. Information on the outer envelope should also include the title of the Tender and submission address as follows: **The Chief Executive Officer, Kenya Veterinary Vaccines Production Institute, P.O. Box 53260 00200, Nairobi.**
6. Proposals must be submitted not later than the following date and time:
13th August 2015 at 11.00 am
7. The weights given to the Technical and Financial Proposals are:
T= 0.80
F= 0.20