



**REPUBLIC OF KENYA
THE NATIONAL TREASURY AND PLANNING
TREASURY BUILDING, HARAMBEE AVENUE
PO BOX 30007 – 00100, NAIROBI, KENYA**

NATIONAL COMPETITIVE BIDDING

TENDER

FOR

**DEVELOPMENT, SUPPLY, CONFIGURATION,
INSTALLATION, TESTING, IMPLEMENTATION AND
COMMISSIONING OF AN ONLINE PENSION MANAGEMENT
INFORMATION SYSTEM FOR THE NATIONAL TREASURY**

TENDER NO. TNT/033/2020-2021

CLOSING DATE: THURSDAY 4TH MARCH, 2021 AT 11.00 A.M.

SECTION I : INVITATION TO TENDER



REPUBLIC OF KENYA
THE NATIONAL TREASURY AND PLANNING
NATIONAL COMPETITIVE BIDDING

**DEVELOPMENT, SUPPLY, CONFIGURATION, INSTALLATION, TESTING, IMPLEMENTATION
AND COMMISSIONING OF AN ONLINE PENSION MANAGEMENT INFORMATION SYSTEM
FOR THE NATIONAL TREASURY
TENDER NO. TNT/033/2020-2021**

The National Treasury invites Tenders from eligible candidates for Development, Supply, Configuration, Installation, Testing, Implementation and Commissioning of an Online Pension Management Information System for the National Treasury.

A complete set of Tender Documents may be downloaded by interested candidates **Free of Charge** at <http://treasury.go.ke> or www.tender.go.ke and those who have downloaded the document from the website **must forward their particulars immediately for recording and any further clarifications and addenda to procurement@treasury.go.ke.**

A **Mandatory** Pre-Bid Conference shall be held with the interested Bidders on **Thursday 25th February, 2021 at 10.00 a.m. at Treasury Building, 6th Floor, Harambee Avenue, Nairobi Conference Room 603.**

Bidders shall submit **both Technical and Financial proposals in separate envelopes.**

Completed Tender Documents both “**Original**” and “**Copies**”, enclosed in plain sealed envelope, marked with the Tender Reference Number and be addressed to: -

**The Principal Secretary,
The National Treasury,
P. O. Box 30007 – 00100,
Nairobi, Kenya**

Should be Deposited in the Tender Box provided at the Treasury Building, 6th Floor, Harambee Avenue, Nairobi, so as to be received on or before **Thursday 4th March, 2021 at 11.00 a.m.**

Bids shall be accompanied by a Bid Security of **Kenya Shillings One Million Five Hundred Thousand Only (Kshs. 1,500,000.00)** from a reputable financial institution in Kenya valid for **30 days beyond the Tender Validity period.**

All Bid Documents must be sequentially serialized / paginated.

Tenders will be opened immediately after the closing date and time in the presence of candidates or their representatives who choose to attend at the Conference Room on 6th Floor, Conference Room 603 on **Thursday 4th March, 2021 at 11.00 a.m.**

**HEAD, SUPPLY CHAIN MANAGEMENT SERVICES.
FOR: PRINCIPAL SECRETARY / NATIONAL TREASURY**

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SECTION II- INSTRUCTIONS TO TENDERERS

2.1 Eligible Tenderers

- 2.1.1 This invitation for tenders is open to all tenderers eligible as described in the Appendix to Instructions to Tenderers. Successful tenderers shall be contracted for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the schedule of requirements.
- 2.1.2 The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender.
- 2.1.3 Tenderers shall provide the qualification statement that the tenderer (including all members of a joint venture and subcontractors), is not associated, or have been associated in the past, directly or indirectly, with the firm or any of its officials which have been engaged by the procuring entity to provide consulting services for the preparation of the design specifications and other documents to be used for the purpose of this invitation to tender.
- 2.1.4 Tenderers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2 Cost of Tendering

- 2.2.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and the procuring entity, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process
- 2.2.2 The price to be charged for the tender document shall not exceed Kshs. 1,000/=
- 2.2.3 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

2.3 Contents of Tender Documents

- 2.3.1 The tender documents comprise the documents listed below and addenda issued in accordance with clause 2.7 of these instructions to tenderers.

- (i) Instructions to tenderers
- (ii) General Conditions of Contract
- (iii) Special Conditions of Contract
- (iv) Schedule of particulars of tender
- (v) Form of Tender
- (vi) Price Schedules
- (vii) Contract Form
- (viii) Confidential Business Questionnaire Form

- (ix) Tender security Form
- (x) Performance security Form
- (xi) Authorization Form
- (xii) Declaration form
- (xiii) Request for Review Form
- (xiv) A Securing Declaration Form

2.3.2 The Tenderer is expected to examine all instructions, forms, terms and particulars in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

2.4 Clarification of tender Documents

2.4.1 A prospective tenderer making inquiry on the tender documents may notify the Procuring entity by post, fax or by email at the procuring entity's address indicated in the Invitation to Tender. The Procuring entity will respond in writing to any request for clarification of the tender documents, which it receives no later than seven (7) days prior to the deadline for the submission of tenders, prescribed by the procuring entity. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all candidates who have received the tender documents.

2.4.2 The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender.

2.5 Amendment of tender Documents

2.5.1 At any time prior to the deadline for submission of tenders, the Procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.

2.5.2 All prospective tenderers who have obtained the tender documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.

2.5.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Procuring entity, at its discretion, may extend the deadline for the submission of tenders.

2.6 Language of Tenders

2.6.1 The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchanged by the tenderer and the Procuring entity, shall be written in English language. Any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

2.7. Documents Comprising the Tender

2.7.1 The tender prepared by the tenderer shall comprise the following components:

- (a) a Tender Form and a Price Schedule completed in accordance with paragraph 2.8, 2.9 and 2.10 below
- (b) documentary evidence established in accordance with paragraph 2.12 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- (c) tender security furnished in accordance with paragraph 2.12

2.8. Form of Tender

2.8.1 The tenderer shall complete the Form of Tender and the Price Schedules furnished in the tender documents, indicating the particulars of the tender.

2.9. Tender Prices

2.9.1 The tenderer shall indicate on the Price Schedules the unit prices and total tender price of the particular of tender under the contract.

2.9.2 Prices indicated on the Price Schedule shall be the amounts to be paid by the tenderer to the procuring entity for the particulars of the tender under the contract.

2.9.3 Prices quoted by the tenderer shall remain fixed during the term of the contract unless otherwise agreed by the parties. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.20.5

2.10. Tender Currencies

2.10.1 Prices shall be quoted in Kenya Shillings unless otherwise stated in the appendix.

2.11. Tenderers Eligibility and Qualifications

2.11.1 Pursuant to paragraph 2.1.1 and 2.1.2 the tenderer shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if it's tender is accepted.

2.11.2 The documentary evidence of the tenderer's qualifications to perform the contract if its tender is accepted shall establish to the Procuring entity's satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

2.12. Tender Security

2.12.1 The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Appendix to Instructions to Tenderers.

2.12.2 The tender security shall be in the amount not exceeding 2 per cent of the tender price.

2.12.3 The tender security is required to protect the Procuring entity against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.12.7

2.12.4 The tender security shall be denominated in Kenya Shillings or in another freely convertible currency, and shall be in the form of

- a) Cash.
- b) A bank guarantee.
- c) Letter of credit.
- d) Such insurance guarantee approved by the Public Procurement Regulatory Authority

2.12.5 Any tender not secured in accordance with paragraph 2.12.1. and 2.12.3 will be rejected by the Procuring entity as non-responsive, pursuant to paragraph 2.20.5

2.12.6 Unsuccessful Tenderer's tender security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of tender validity

2.12.7 The successful Tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.29, and furnishing the performance security, pursuant to paragraph 2.30

2.12.8 The tender security may be forfeited:

- (a) if a tenderer withdraws its tender during the period of tender validity
- (b) in the case of a successful tenderer, if the tenderer fails:
 - (i) to sign the contract in accordance with paragraph 2.29 or
 - (ii) to furnish performance security in accordance with paragraph 2.30
- (c) If the tenderer rejects a correction of an arithmetic error in the tender.

2.13. Validity of Tenders

2.13.1 Tenders shall remain valid for 180 days after date of tender opening pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as non-responsive.

2.13.2 In exceptional circumstances, the Procuring entity may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be

made in writing. The tender security provided under paragraph 2.12 shall also be suitably extended. A tenderer granting the request will not be required nor permitted to modify its tender.

2.14. Format and Signing of Tenders

2.14.1 The tenderer shall prepare **an Original and Five (5 No.) Copies** of the tender, clearly marking each “ORIGINAL TENDER” and “COPY OF TENDER,” as appropriate. In the event of any discrepancy between them, the original shall govern.

2.14.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, shall be initialed by the person or persons signing the tender.

2.14.3 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

2.15 Sealing and Marking of Tenders

2.15.1 The tenderer shall seal the original and the Five copies of the tender in separate envelopes,

duly marking the envelopes as “ORIGINAL TENDER” and “COPY OF TENDER”. The envelopes shall then be sealed in an outer envelope.

2.15.2 The inner and outer envelopes shall be addressed to

**The Principal Secretary,
The National Treasury
P.O. Box 30007 00100
Nairobi**

bear tender number and name in the Invitation to Tender and the words, “DO NOT OPEN BEFORE **Thursday 4th March, 2021 at 11.00 a.m.**”

2.15.3 The inner envelopes shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared “late”.

2.15.4 If the outer envelope is not sealed and marked as required by paragraph 2.15.2, the Procuring entity will assume no responsibility for the tender’s misplacement or premature opening.

2.16. Deadline for Submission of Tenders

2.16.1 Tenders must be received by the Procuring entity at the address specified under paragraph 2.15.2 no later than **Thursday 4th March, 2021 at 11.00 a.m.**

2.16.2 The Procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.5.3 in which case all rights and obligations of the Procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

2.16.3 Bulky tenders which will not fit in the tender box shall be received by the procuring entity as provided for in the appendix.

2.17. Modification and Withdrawal of Tenders

2.17.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by the Procuring entity prior to the deadline prescribed for submission of tenders.

2.17.2 The tenderer's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of paragraph 2.15. a withdrawal notice may also be sent by fax or email but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

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

2.17.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.12.7.

2.18. Opening of Tenders

2.18.1 The Procuring entity will open all tenders in the presence of tenderers' representatives who choose to attend, at **Thursday 4th March, 2021 at 11.00 a.m.** and in the location specified in the Invitation of tender. The tenderers' representatives who are present shall sign a register evidencing their attendance.

2.18.2 The tender's names, tender modifications or withdrawals, tender prices, discounts, and the presence or absence of requisite tender security and such other details as the Procuring entity, at its discretion, may consider appropriate, will be announced at the opening.

2.18.3 The Procuring entity will prepare minutes of the tender opening, which will be submitted to tenderers that signed the tender opening register and will have made the request.

2.19 Clarification of Tenders

- 2.19.1 To assist in the examination, evaluation and comparison of tenders the Procuring entity may, at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.
- 2.19.2 Any effort by the tenderer to influence the Procuring entity in the Procuring entity's tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers' tender.

2.20 Preliminary Examination and Responsiveness

- 2.20.1 The Procuring entity will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.
- 2.20.2 The tender sum as submitted and read out during the tender opening shall be absolute and final and shall not be the subject of correction, adjustment or amendment in any way by any person or entity.
- 2.20.3 The Procuring entity may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any tenderer.
- 2.20.4 Prior to the detailed evaluation, pursuant to paragraph 2.20, the Procuring entity will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations the Procuring entity's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.
- 2.20.5 If a tender is not substantially responsive, it will be rejected by the procuring entity and may not subsequently be made responsive by the tenderer by correction of the nonconformity.

2.21. Conversion to single currency

- 2.21.1 Where other currencies are used, the Procuring entity will convert those currencies to Kenya Shillings using the selling exchange rate on the date of tender closing provided by the Central Bank of Kenya.

2.22. Evaluation and Comparison of Tenders

- 2.22.1 The Procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20

2.22.2 The Procuring entity's evaluation of a tender will take into account, in addition to the tender price, the following factors, in the manner and to the extent indicated in paragraph 2.22.3.

(a) Operational plan proposed in the tender;

(b) Deviations in payment schedule from that specified in the Special Conditions of Contract

2.22.3 Pursuant to paragraph 2.22.2. the following evaluation methods will be applied.

(a) Operational Plan

(i) The Procuring entity requires that the services under the Invitation for Tenders shall be performed at the time Specified in the Schedule of Requirements. Tenderers offering to perform longer than the procuring entity's required delivery time will be treated as non-responsive and rejected.

(b) Deviation in payment schedule

(i) Tenderers shall state their tender price for the payment on schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of this base price.

Tenderers are, however, permitted to state an alternative payment scheduled and indicate the reduction in tender price they wish to offer for such alternative payment schedule. The Procuring entity may consider the alternative payment schedule offered by the selected tenderer.

2.22.4 Preference where allowed in the evaluation of tenders shall not exceed 15%.

2.22.5 The evaluation committee shall evaluate the tenders within 30 days from the date of opening the tender.

2.23. Contacting the Procuring entity

2.23.1 Subject to paragraph 2.19 no tenderer shall contact the Procuring entity on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.

2.23.2 Any effort by a tenderer to influence the Procuring entity in its decisions on tender evaluation, tender comparison, or contract award may result in the rejection of the Tenderers' tender.

2.24 Post-qualification

2.24.1 The Procuring entity will verify and determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.

2.24.2 The determination will take into account the tenderer financial and technical capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 2.11.2, as well as such other information as the Procuring entity deems necessary and appropriate

2.24.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the Procuring entity will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

2.25 Award Criteria

2.25.1 Subject to paragraph 2.29 the Procuring entity will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and qualified to perform the contract satisfactorily.

2.25.2 To qualify for contract awards, the tenderer shall have the following:-

- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
- (b) Legal capacity to enter into a contract for procurement
- (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
- (d) Shall not be debarred from participating in public procurement.

2.26. Procuring entity's right to accept or reject any or all tenders

2.26.1 The Procuring entity reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for the Procuring entity's action. If the Procuring entity determines that none of the tenders is responsive, the Procuring entity shall notify each tenderer who submitted a tender.

2.26.2 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.26.3 A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

2.27 Notification of Award

- 2.27.1 Prior to the expiration of the period of tender validity, the Procuring entity will notify the successful tenderer in writing that its tender has been accepted.
- 2.27.2 The notification of award will constitute the formation of the contract subject to the signing of the contract between the tenderer and the procuring entity pursuant to clause 2.29. Simultaneously the unsuccessful tenderers shall be notified that their tenders have been unsuccessful.
- 2.27.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 2.30, the Procuring entity will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

2.29 Signing of Contract

- 2.29.1 At the same time as the Procuring entity notifies the successful tenderer that its tender has been accepted, the procuring entity will simultaneously inform the other tenderers that their tenders have not been successful.
- 2.29.2 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the Procuring entity.
- 2.29.3 The contract will be definitive upon its signature by the two parties.
- 2.29.4 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.30 Performance Security

- 2.30.1 The successful tenderer shall furnish the performance security in accordance with the Appendix to instructions to tenders, in a form acceptable to the Procuring entity.
- 2.30.2 Failure by the successful tenderer to comply with the requirement of paragraph 2.29 or paragraph 2.30.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event the Procuring entity may make the award to the next lowest evaluated tender or call for new tenders.

2.31 Corrupt or Fraudulent Practices

- 2.31.1 The procuring entity requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.
- 2.31.2 The Procuring entity will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question

2.31.3 Further a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public Procurement in Kenya.

APPENDIX TO INSTRUCTIONS TO TENDERERS

Notes to the Appendix to the Instructions to Tenderers

1. The Appendix to instructions to tenderers is intended to assist the procuring entity in providing specific information in relation to corresponding clauses in the Instructions to Tenderers included in Section II and has to be prepared for each specific procurement.
2. The procuring entity should specify in the appendix information and requirements specific to the circumstances of the procuring entity, the particulars of the tender, and the tender evaluation criteria that will apply to the tenders.
3. In preparing the Appendix the following aspects should be taken into consideration;
 - (a) The information that specifies and complements provisions of Section II to be incorporated.
 - (b) Amendments and/or supplements if any, to provisions of Section II as necessitated by the circumstances of the particulars of the tender to be also incorporated.
4. Section II should remain unchanged and can only be amended through the Appendix to Instructions to Tenderers.
5. Clauses to be included in this part must be consistent with the public procurement law and regulations.

Appendix to instructions to Tenderers

The following information for procurement of services shall complement or amend the provisions of the instructions to tenderers. Wherever there is a conflict between the provisions of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers.

ITT Clause Number	Amendments and Supplements Clauses in the Instruction to Tenderers
2.1.1	All tenderers are eligible; Eligible Candidates
2.4.1	<p>The address for requesting clarification is: The Principal Secretary The National Treasury Harambee Avenue 6TH Floor, Room 619 P.O.Box 30007- 00100 Nairobi Tel: +254 – 20 – 2252299 Email: procurement@treasury.go.ke</p>
2.6.1	The Language of all correspondence and documents related to the Tender is: English
2.9.3	The prices shall be FIXED
	Alternative Tenders to the requirements of the Tender documents will Not be permitted
2.10.1	Prices shall be quoted in Kenya Shillings
2.12.2	<p>The Tender Security shall be; - Kenya Shillings One Million Five Hundred Thousand Only (Kshs. 1,500,000.00) from a reputable financial institution in Kenya valid for 30 days beyond the Tender Validity period.</p> <p>To be attached in the Technical Proposals</p>
2.13.1	The Tender validity period shall be 180 days .
2.14.1	<p>The number of copies of the Tender to be completed and returned shall be: One (1) original and Five (5) Copies.</p> <p>Bidders shall submit both Technical and Financial proposals in separate envelopes.</p> <p>Technical Proposals shall be sealed in separate envelopes and clearly marked “Technical Proposal”.</p> <p>The financial proposals should be sealed separately and clearly marked “Financial Proposal”</p> <p>All the proposals should be in one envelope clearly marked with the Tender Number without any indication of the name of the bidder.</p>

	<ul style="list-style-type: none"> • Technical proposal – original and Five (5) copies • Financial proposal – original and Five (5) copies - financial proposal shall include: <ul style="list-style-type: none"> ▪ Price Schedule form fully filled and signed, and ▪ Fill and sign the form of tender (with Bid validity-150 days) <p>N/B: Bidders who indicate their financial proposals in the technical proposals shall be treated as non-responsive.</p> <p>Only the Technical Proposals shall be opened on Thursday 4th March, 2021 at 11.00 a.m.</p>												
2.16.1	<p>Tender shall be submitted to</p> <p>The Principal Secretary, The National Treasury Harambee Avenue 6TH Floor, Room 619 P.O. Box 30007 - 00100 Nairobi</p> <p>The deadline for bid submission is: Date: Thursday 4th March, 2021 at 11.00 a.m.</p>												
2.18.1	<p>The Tender opening shall take place at:</p> <p>The National Treasury Harambee Avenue, Nairobi – Kenya 6th Floor Conference Room, Date: - Thursday 4th March, 2021 at 11.00 a.m.</p>												
2.20	<p>Preliminary Examination:</p> <p>The preliminary evaluation criteria will be as below: -</p> <p>Stage 1: Section I: Compliance with Mandatory Preliminary Requirements</p> <p>The Lead / Prime bidder must be a local firm, in case of a consortium / joint venture</p> <table border="1" data-bbox="354 1598 1464 1976"> <thead> <tr> <th data-bbox="354 1598 440 1730">No.</th> <th data-bbox="440 1598 1130 1730">Requirements</th> <th data-bbox="1130 1598 1312 1730">Bidder's Response</th> <th data-bbox="1312 1598 1464 1730">Evidence referenced pages</th> </tr> </thead> <tbody> <tr> <td data-bbox="354 1730 440 1892">MR 1</td> <td data-bbox="440 1730 1130 1892">Certified copy of certificate of Incorporation or Certificate of Registration or equivalent for the International Firms. (For each party/member of consortium in case of a joint venture)</td> <td data-bbox="1130 1730 1312 1892"></td> <td data-bbox="1312 1730 1464 1892"></td> </tr> <tr> <td data-bbox="354 1892 440 1976">MR 2</td> <td data-bbox="440 1892 1130 1976">Copy of valid Tax Compliance Certificate or equivalent for the International Firms (For each</td> <td data-bbox="1130 1892 1312 1976"></td> <td data-bbox="1312 1892 1464 1976"></td> </tr> </tbody> </table>	No.	Requirements	Bidder's Response	Evidence referenced pages	MR 1	Certified copy of certificate of Incorporation or Certificate of Registration or equivalent for the International Firms. (For each party/member of consortium in case of a joint venture)			MR 2	Copy of valid Tax Compliance Certificate or equivalent for the International Firms (For each		
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MR 2	Copy of valid Tax Compliance Certificate or equivalent for the International Firms (For each												

		party/member of consortium in case of a joint venture)		
MR 3		Certified copy of County Government Single Business Permit (Prime / Lead bidder to provide) for local firms		
MR 4		Certified copy of certificate of Confirmation of Directors and Shareholding (CR 12) or equivalent for the International Firms (Issued within the last 12 Months to Tender Opening Date) (For each party/member of consortium in case of a joint venture)		
MR 5		If it is a consortium, a Joint venture agreement clearly indicating who is the lead partner and responsibility matrix must be attached for joint bid		
MR 6		Power of attorney/ Authorization Letter, Giving the name of person who has been authorized to submit/execute this agreement as a binding document and this person should sign all the documents related to this tender.		
MR 7		Provide a document and self-declaration stating that the bidder is not debarred from undertaking any services of this nature		
MR 8		Must submit a duly filled , signed and stamped Confidential Business Questionnaire in format provided by authorized signatory/person (For each party/member of consortium in case of a joint venture)		
MR 9		<p>Document submission</p> <p>(a) Properly bound document/ well-presented document tape bound. All pages of the tender document should be serialized or serially numbered.</p> <p>(b) Original and copy of the proposal documents shall be placed in separate sealed envelopes clearly marked “Original” and “Copy” and addressed as stated in the invitation to tender. The documents should also be accompanied by a soft copy of all</p>		

	the Tender documents. (c) Technical and Financial proposals should be put in a separate envelope clearly marked “Technical and Financial Proposals”		
MR10	Submit the required number of copies i.e. one (1) original and five (5) copies and two (2) soft copies for technical (preferably flash disk or hard disk)		
MR11	Original Bid Security of Kenya Shillings One Million Five Hundred Thousand Only (Kshs. 1,500,000.00) from a reputable financial institution in Kenya valid for 30 days beyond the Tender Validity period. (To be attached in the Technical Proposals) (Lead/Prime bidder to provide in case of a joint venture)		
MR12	Must have an Original Manufacturer's Authorization Form (MAF) as per given format. And if the bidder is the OEM then should provide evidence of ownership (e.g. copyright document etc.) Note: The MAFs MUST be for this specific tender		
MR13	Duly filled, signed and Stamped Self Declaration form that the Tenderer will not engage in any Corrupt or Fraudulent Practice. (For each party/member of consortium in case of a joint venture)		
MR14	The bidder to attach the brochure with clearly referenced pages that describe the proposed solution with its features.		
MR15	Duly filled, signed and stamped Pre Bid Conference Attendance Form		

NB:

- a) **All copies to be certified by an Advocate and Commissioner of Oaths of the High Court of Kenya or a Notary Public for Foreign Firms**
- b) **A Mandatory Pre-Bid Conference shall be held with the interested Bidders on Thursday 25th February, 2021 at 10.00 a.m. at Treasury Building, 6th Floor, Harambee Avenue, Nairobi Conference Room 603.**

	<p>Section II: Mandatory Technical requirement</p> <p>Compliance with the Mandatory Technical requirement as per the Terms of Reference / Specifications - Clauses 5.9.2.1 to 5.9.2.14</p> <p><u>FINANCIAL MANDATORY CRITERIA</u></p> <ol style="list-style-type: none"> 1. Duly filled, signed and stamped Price schedule form (Lead/Prime bidder to provide in case of a joint venture) 2. Duly filled, signed and stamped Form of Tender (Lead/Prime bidder to provide in case of a joint venture) 3. The bid document “Original” and “Copies” must be sequentially paginated / serialized. 4. Submitted the required number of copies i.e. one (1) original and Five (5) copies <p><i>AT THIS STAGE, THE TENDERER’S SUBMISSION WILL EITHER BE RESPONSIVE OR NON RESPONSIVE. THE NON RESPONSIVE SUBMISSIONS WILL BE ELIMINATED FROM THE ENTIRE EVALUATION PROCESS AND WILL NOT BE CONSIDERED FURTHER.</i></p>
2.22.1	<p>Evaluation and Comparison of Tenders (Technical and Financial Evaluation)</p> <ul style="list-style-type: none"> • The pass mark to qualify for Financial Evaluation shall be 70% • Any bidder who scores 70% and above, based on evaluation criteria provided in the terms of reference, shall be considered for financial evaluation and their financial proposal will be opened. • The financial proposals for bidders who score less than 70% shall not be opened and their financial proposals shall be return unopened. • The following shall be the formula for Financial Evaluation. <p>The formulae for determining the Financial Score (Sf) is as follows: -</p> <p><i>(Sf = 100 X ^{FM}/_F where Sf is the financial score; Fm is the lowest priced financial proposal and F is the price of the proposal under consideration or another proportional linear formula)</i></p> <p>The weights given to the Technical and Financial Proposals are:</p> <p style="text-align: center;">T= 0.80 P=0.20</p>
2.24	<p>Post – qualification shall “be undertaken” Yes Due Diligence may be undertaken</p>
2.25.1	<p>Award Criteria: The bidder with the highest combined Technical and Financial score.</p>
2.30.1	<p>Particulars of performance security if applicable.- 10% of the contract sum from a reputable financial institution in Kenya</p>

SECTION III

GENERAL CONDITIONS OF CONTRACT

3.1 Definitions

3.1.1 In this Contract, the following terms shall be interpreted as indicated: -

- (a) “The Contract” means the agreement entered into between the Procuring entity and the tenderer, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) “The Contract Price” means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations
- (c) “The Goods” means all of the equipment, machinery, and/or other materials, which the tenderer is required to supply to the Procuring entity under the Contract.
- (d) “The Procuring entity” means the organization purchasing the Goods under this Contract.
- (e) “The Tenderer” means the individual or firm supplying the Goods under this Contract.

3.2 Application

3.2.1 These General Conditions shall apply in all Contracts made by the Procuring entity for the procurement installation and commissioning of equipment

3.3 Country of Origin

3.3.1 For purposes of this clause, “Origin” means the place where the Goods were mined, grown or produced.

3.3.2 The origin of Goods and Services is distinct from the nationality of the tenderer.

3.4 Standards

3.4.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications.

3.5 Use of Contract Documents and Information

3.5.1 The tenderer shall not, without the Procuring entity’s prior written consent, disclose the Contract, or any provision therefore, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring entity in connection therewith, to any person other than a person employed by the tenderer in the performance of the Contract.

3.5.2 The tenderer shall not, without the Procuring entity's prior written consent, make use of any document or information enumerated in paragraph 3.5.1 above

3.5.3 Any document, other than the Contract itself, enumerated in paragraph 3.5.1 shall remain the property of the Procuring entity and shall be returned (all copies) to the Procuring entity on completion of the Tenderer's performance under the Contract if so required by the Procuring entity

3.6 Patent Rights

3.6.1 The tenderer shall indemnify the Procuring entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Procuring entity's country

3.7 Performance Security

3.7.1 Within thirty (30) days of receipt of the notification of Contract award, the successful tenderer shall furnish to the Procuring entity the performance security in the amount specified in Special Conditions of Contract.

3.7.2 The proceeds of the performance security shall be payable to the Procuring entity as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.

3.7.3 The performance security shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring entity and shall be in the form of a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in Kenya or abroad, acceptable to the Procuring entity, in the form provided in the tender documents.

3.7.4 The performance security will be discharged by the Procuring entity and returned to the Candidate not later than thirty (30) days following the date of completion of the Tenderer's performance obligations under the Contract, including any warranty obligations, under the Contract

3.8 Inspection and Tests

3.8.1 The Procuring entity or its representative shall have the right to inspect and/or to test the goods to confirm their conformity to the Contract specifications. The Procuring entity shall notify the tenderer in writing in a timely manner, of the identity of any representatives retained for these purposes.

3.8.2 The inspections and tests may be conducted in the premises of the tenderer or its subcontractor(s), at point of delivery, and/or at the Goods' final destination. If conducted on the premises of the tenderer or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Procuring entity.

- 3.8.3 Should any inspected or tested goods fail to conform to the Specifications, the Procuring entity may reject the equipment, and the tenderer shall either replace the rejected equipment or make alterations necessary to make specification requirements free of costs to the Procuring entity.
- 3.8.4 The Procuring entity's right to inspect, test and where necessary, reject the goods after the Goods' arrival shall in no way be limited or waived by reason of the equipment having previously been inspected, tested and passed by the Procuring entity or its representative prior to the equipment delivery.
- 3.8.5 Nothing in paragraph 3.8 shall in any way release the tenderer from any warranty or other obligations under this Contract.

3.9 Packing

- 3.9.1 The tenderer shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract.
- 3.9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract

3.10 Delivery and Documents

- 3.10.1 Delivery of the Goods shall be made by the tenderer in accordance with the terms specified by Procuring entity in its Schedule of Requirements and the Special Conditions of Contract

3.11 Insurance

- 3.11.1 The Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacturer or acquisition, transportation, storage, and delivery in the manner specified in the Special conditions of contract.

3.12 Payment

- 3.12.1 The method and conditions of payment to be made to the tenderer under this Contract shall be specified in Special Conditions of Contract
- 3.12.2 Payments shall be made promptly by the Procuring entity as specified in the contract

3.13 Prices

- 3.13.1 Prices charged by the tenderer for goods delivered and services performed under the Contract shall not, with the exception of any price adjustments authorized in Special Conditions of Contract, vary from the prices by the tenderer in its tender.

3.13.2 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)

3.13.3 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.

3.13.4 Price variation request shall be processed by the procuring entity within 30 days of receiving the request.

3.14 Assignment

3.14.1 The tenderer shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Procuring entity's prior written consent

3.15 Subcontracts

3.15.1 The tenderer shall notify the Procuring entity in writing of all subcontracts awarded under this Contract if not already specified in the tender. Such notification, in the original tender or later, shall not relieve the tenderer from any liability or obligation under the Contract

3.16 Termination for default

3.16.1 The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part

- (a) if the tenderer fails to deliver any or all of the goods within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity
- (b) if the tenderer fails to perform any other obligation(s) under the Contract
- (c) if the tenderer, in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

3.16.2 In the event the Procuring entity terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, equipment similar to those undelivered, and the tenderer shall be liable to the Procuring entity for any excess costs for such similar goods.

3.17 Liquidated Damages

3.17.1. If the tenderer fails to deliver any or all of the goods within the period(s) specified in the contract, the procuring entity shall, without prejudice to its other remedies under the contract, deduct from the contract prices liquidated damages sum equivalent to 0.5% of the delivered price of the delayed items up to a maximum deduction of 10%

of the delayed goods. After this the tenderer may consider termination of the contract.

3.18 Resolution of Disputes

3.18.1 The procuring entity and the tenderer shall make every effort to resolve amicably by direct informal negotiation and disagreement or dispute arising between them under or in connection with the contract

3.18.2 If, after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute, either party may require adjudication in an agreed national or international forum, and/or international arbitration.

3.19 Language and Law

3.19.1 The language of the contract and the law governing the contract shall be English language and the Laws of Kenya respectively unless otherwise stated.

3.20 Force Majeure

3.20.1 The tenderer shall not be liable for forfeiture of its performance security or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

SECTION IV - SPECIAL CONDITIONS OF CONTRACT

Notes on Special Conditions of Contract

1. The clauses in this section are intended to assist the procuring entity in providing contract-specific information in relation to corresponding clauses in the General Conditions of Contract
2. The Provisions of Section IV complement the General Conditions of Contract included in Section III, specifying contractual requirements linked to the special circumstances of the procuring entity and the particulars of the tender. In preparing Section IV, the following aspects should be taken into consideration.
 - (a) Information that complement provisions of Section III must be incorporated; and
 - (b) Amendments and/or supplements to provisions of Section III, as necessitated by the circumstances of the particulars of the tender must also be incorporated.
3. Section III should remain unchanged and can only be amended through the SCC Section IV.
4. Clauses to be included in this part must be consistent with the public procurement law and the regulations.

SECTION IV SPECIAL CONDITIONS OF CONTRACT

4.1 Special conditions of contract shall supplement the general conditions of contract, wherever there is a conflict between the GCC and the SCC, the provisions of the SCC herein shall prevail over those in the GCC.

4.2 Special conditions of contract with reference to the general conditions of contract.

General conditions of contract reference	Special conditions of contract
3.7	Specify performance security if applicable: 10% of the contract sum from a reputable financial institution in Kenya
3.8	Payments shall be made in the following manner upon certification by the Contract Implementation Team (C.I.T). <ol style="list-style-type: none"> 1. Inception report – 10% of the contract sum 2. System user requirements - 15% 3. Development and deployment of the system and Hardware configuration - 25% 4. Data cleaning, conversion and migration; (system ready for data migration and Integration) - 25% 5. System handover - 20% 6. Post go live warranty support- 5% 7. Support and maintenance to be paid on a quarterly basis
3.9	Specify price adjustments allowed. None
3.14	Specify resolution of disputes: Any dispute arising out of the contract which cannot be amicably settled between the parties shall be referred by either party to the Nairobi Centre for International Arbitration.
3.17	Specify applicable law. Laws of Kenya
3.18	Notices shall be addressed and delivered to: <p style="text-align: center;"> The Principal Secretary The National Treasury Treasury Building, Harambee Avenue P.O. Box 30007 – 00100 Nairobi </p>

Other conditions

- The prices quoted for Development, Supply, Configuration, Installation, Testing, Implementation and Commissioning of an Online Pension Management Information System for The National Treasury shall be valid for a period of **Three (3 No.) Years**.

SECTION V - SCHEDULE OF REQUIREMENTS

5.1. BACKGROUND

The administration and payment of pensions, gratuities and other retirement benefits in respect of the public service officers in the Government of Kenya is mandated to the National Treasury. Additionally, the National Treasury is the repository of the National Pensions Policy. The legal framework within which the public service pension scheme is operationalized is comprised of various statutes.

Most of the pension schemes currently being administered by the National Treasury are Defined Benefit schemes with a pay-as-you-go model. This has however evolved overtime from 1921 when the European Officers Pensions Act was enacted. The first scheme meant specifically for Africans was enacted in 1946 under the Pensions Act (Cap. 189) Laws of Kenya. This is the main Act being administered and managed by the National Government under the Pensions Department domiciled in the National Treasury. Cap. 189 majorly covers officers in the service under Public Service Commission, the National Police Service Commission, the Correctional Services and teachers under the Teachers Service Commission.

The Act has been amended from time to time with the last amendment having taken effect on 21st May, 2018 through the Statute Law (Miscellaneous Amendment) Act, No. 4 of 2018. However, Cap 189 still remains a non-contributory scheme and unfunded. The Widows and Children's Pension Scheme' for civil servants, teachers and members of the disciplined services is mandatory for male officers contributing 2% of their basic salary. However, the contributions for this scheme are collected by the Kenya Revenue Authority as agent and paid to the Consolidated Fund Services.

Other unfunded schemes administered by the National Treasury include those provided for under the Presidential Retirement Benefits Act No. 11 of 2003 and the Retirement Benefits (Deputy President and Designated State Officers) Act No. 8 of 2015. These Acts provide varying retirement benefits for different State Officers. The Department also administers the Parliamentary Pensions Act Cap 196 for Members of Parliament that took effect from 1st July, 1984. This is a defined benefit scheme that is contributory with members and the employer contributing 12.6% and 25.4% of the basic salary respectively. The Government contribution is however notional. The Act requires the National Treasury to maintain individual members' accounts with interest accrued at the end of every year. The National Treasury currently maintains a stand-alone database (outside the PMIS) for MPs contributions in compliance with this requirement. Printouts of members contribution statement from the system is used to support to pension claims for retired members of Parliament.

In addition to the various Pensions Acts, the National Treasury also relies on the various Human Resource Policies and Circulars issued by government from time to time in the

administration of pension for the entitled officers and their dependants. Key among these policies are the Human Resource Manual and Policies for the Public Service and the Kenya Defence Forces Pension and Gratuities Regulations for Servicemen and Officers.

Different formulae apply when computing retirement benefits for the various categories of Public and State Officers under the aforementioned Acts. On the other hand, the Acts provide for different pension awards to entitled persons based on the grounds for their retirement.

In order to further improve the pensions policy framework, the National Treasury is developing a National Pensions Policy that sets the guiding principles to be applied across board on structuring and management of retirement benefits for public servants.

The National Treasury for a long-time processed pension on a purely manual basis but has progressively overtime adopted computerization of the processes. Initially, the only aspect of the pension process that was partially computerised was processing of the payroll which was run by the Government Information Technology Services (GITS) as was the payrolls for the other Government Ministries. Later in the year 1999 the Pensions Department computerised some of its function which included the registration of claims, assessment of pension awards, voucher processing, payment schedule preparation and cheque printing. The Dependants Payroll was managed through the legacy Pensions System (run on MS-DOS). However, the main payroll continued to be processed at the GITS with manual processing of the payroll data by Pensions Officers on Campay forms and thereafter captured in diskettes for upload in the GITS system. The pension process was not end to end and required a lot of manual interStage for a transaction to be completed. These manual processes were prone to a lot of errors.

Later in the year 2009, the National Treasury implemented the web based Pensions Management Information System (PMIS) using windows operating system which integrated all the functional areas of Claims, Assessment, Accounts and Payroll with a workflow management capability. The PMIS enabled the National Treasury to integrate the main and the dependant's payrolls in the PMIS besides adopting a running file numbering system in an ascending order regardless of the prefixes denoting the various award types.

5.2. CHALLENGES

Over the past eleven (11) years, the PMIS has served the National Treasury. However, a myriad of challenges have been experienced in processing pension owing to changes in policies, increased numbers of users and clients and demand for efficient and effective services. Among the challenges faced are:

- Inordinate delay in receipt of retirement benefits causing financial and mental suffering at old age
- Filling up large numbers of Physical Forms with repeated information in several places
- Movement of voluminous hardcopies of pension papers to / from one office to another

and from across the country

- Physical touch points at many offices
- Time consuming & error prone manual process at all levels
- Opacity of the process, status, objections, etc.
- Lack of validation in figures leading to wrong calculations and over / under payments
- Delay in receipt of retrial dues: employees compelled to take recourse to judicial process
- Preservation of ever-increasing number of voluminous pension files at Pension Directorate
- Damaged / Missing physical copies of documents in transit or in storage
- Non-availability of comprehensive and reliable employee database
- No Mechanism for monitoring at any level
- Manual submission of incomplete documents that take time to correct
- Duplication of records which can lead to double payment

5.3. JUSTIFICATION

The above challenges have over the years adversely affected some critical functionalities of the PMIS and the speed of processing pension awards. This therefore prompted the necessity to procure a modern Pensions System that is customer-centric, flexible and accessible at the customer convenience and more user friendly to enable the National Treasury meet the current needs of the about 300 users and 300,000 pensioners in the new information age. The Department receives an average of 20,000 new claims annually leading to a fast growth of its client base thus occasioning:

- Backlog of cases not adjudicated and paid
- Judicial cases of teachers
- Lost documents
- Repetitive processes

5.4. OBJECTIVES

The Government Pension scheme would wish to achieve the following objectives.

- Hassle free and timely settlement of Pension claim cases of employees for their decades of valuable services
- Eliminate the personal visits / Physical Touch Points of the old pensioners and their family members to various offices at counties and head quarters
- Ensure transparency, accountability in the flow of information on the status of processes
- Minimize physical movements of files and documents
- Eliminate the chances of loss / damage of files, documents, certificates, etc.
- Availability of MIS facility and Real-time Reporting Mechanism for monitoring and decision

making

- Develop a Comprehensive and Reliable Employee Database
- Monitor the liveness of the pensioner online
- Utilize the human resources more optimally

The vendor is required to respond on how the proposed system will achieve each of the objective.

5.5. E-PENSION VISION- PAYMENT OF GRATUITY IN 24 HOURS, PENSION IN 1 MONTH

The key features that will facilitate the achievement of the vision are:

- Online submission of claims from source.
- Self-service e-pension Portal for faster processing of pension matters.
- The new system is envisioned to clear backlog payments that have accumulated overtime
- Reduction of cumbersome processes and ensure timely processing of retiral benefits
- Pensioners will be served at their doorstep and can track the progress in Realtime
- They will send live certificate by taking a life photo/selfie.
- The pensioners will be able to launch an enquiry or query online and get instant reply
- The system will be proactive in sending auto generated messages to the clients on progress of their claims.
- The system will auto populate the biodata of the potential pensioners and dependants from existing systems to ensure credibility of the data.
- Business intelligence for Real time reporting, Dashboards and information to support informed decision making.
- Embrace emerging technologies such Artificial Intelligence, Big data, Internet of Everything (EOE), Block chain etc.
- The system will be built around proven security tools and technology standards

5.6. KEY INNOVATIONS

The system will be implemented around the following key innovations:

- 24 x 7 Service time Window for employees for online Application and Processing
- Coverage of each stakeholder under single umbrella
- Generation and auto-transmission of digitally signed documents including Liability Certificate to the pension Portal through web service
- In-built payment Statements
- Automated Push and Pull SMS
- Dynamic Dashboard, Record Checker at all hierarchical levels
- Electronic validations and logic based work flow processes
- Flexible functionalities based on users' requirement
- Single sign-on service

- Role and Responsibility based Secured access to the Portal
- Radical reduction of turn-around time taken from application of pension to disbursement of pensionary benefit
- Built in system Alerts to ensure transparency and enhanced administrative efficiency
- Accountability will be guaranteed by status tracking and pendency checker at all levels of the hierarchical set up
- The system will be built based on proven architectures to ensure Interoperability, Flexibility, Scalability and Replicability
- Developed on perpetual open standard framework
- The Process work-flows will be flexible and customizable with minimum hard- coding
- The system will be securely accessible by all the stakeholders, anytime and anywhere through any web browser from any type of device
- Role based login for all the stakeholders
- The system will be hosted in a primary data centre and replicated at a secondary site (Disaster recovery site) to ensure Realtime replication
- The Portal must cover diverse categories of pensioners of multiple Institutions/ Organizations with changeable work flow based operational procedure, it can be replicated by other counties with minimum customization.
- Realtime live certificate generation to ensure that only genuine pensioners and depend ants are continually paid.

5.7.KEY MODULES TO BE IMPLEMENTED

The envisioned system will consist of the following key modules

1. Registration Module
2. Membership Module
3. Contributions Module
4. Benefits Rules and Benefit Processing
5. Pensioners Module
6. Dependents' module
7. Payroll and Accounts Module (Payments and Receipts)
8. Deferred Pensioners Module
9. Reporting Module (Business Intelligence, Periodic Reporting, Management Reporting, Statutory Reporting)
10. Electronic records and Document management
11. Workflow module
12. Customer management and Complaints and Enquiries (CRM)
13. Live Certificate module
14. E-pension portal
15. ICT management Module

5.8. GENERAL IMPLEMENTATION REQUIREMENT

5.8.1. PROJECT IMPLEMENTATION

The project will be implemented within 12 months of contract signing.

Project Phases

The Project is organized in seven (7) phases as listed hereunder:

- **Phase 1: *Project planning and conceptual solution definition:*** conducting feasibility, understanding the requirements and developing the Project plan.
- **Phase 2: *Detailed analysis and design of the solution:*** Create user requirements blueprint and design the web-based platform prototype based on the blueprint.
- **Phase 3: *Development/customization and configuration*** of the platform incorporating the user comments including testing of each module
- **Phase 4: *Preparation of the required hardware*** to be provided by the National Treasury to ensure smooth implementation of the proposed platform.
- **Phase 5: *System installation, implementation, integration*** with other relevant systems and end to end system testing.
- **Phase 6:** Provision of training to all the relevant groups in the National Treasury (users, Technical, administrators, super users and other stakeholders).
- **Phase 7:** Go live, Hand over, and Provision of Maintenance and Support during and after completion of Stages 1-4 for 24 months (potentially extendable for another six months) period.

All documentation to be delivered as part of this Contract must be in English and in soft copy and hard copy in Microsoft Word format.

5.8.2. Scope, Deliverables and Acceptance Process

5.8.3. Scope,

The scope of work includes: -

- i. The supply, configuration, installation, testing and commissioning of an integrated Pension Management Information System (PMIS) with a web interface, database, mobile app, and functional modules (front end and back end)
- ii. Setup of data validation, data analysis, data extraction, system backup and procedures
- iii. Deliver a high capacity data warehouse
- iv. Setup necessary ICT security measures for the System as per the system architecture below.
- v. Installation, configuration, test and setup of the appropriate software, licenses and kits.
- vi. Provide specifications of the appropriate hardware that will support the proposed solution.
- vii. Migration of data from existing systems.

- viii. Integration with existing systems and use of big data, data mining and Artificial intelligence tools to get data from the various systems to validate and give insights about a pensioner
- ix. Training of Trainers of trainers (TOT) for users (50 minimum) and specialized technical training (20 ICT Staff minimum)
- x. Provision of warranty after successful commissioning (go-live) of the system.
- xi. Preparation and timely submission of project reports.
- xii. The bidder will be expected to include business intelligence and reporting module the features of this module are to be spelt out in the technical documentation
- xiii. The bidder will deliver a Mobile App usable in both android and ios Which will be integrated with the system and used as a source of collecting data and getting feedback
- xiv. The system will allow for the pensioner to validate that they are still alive by using the mobile app and live photo/selfie.
- xv. The system should allow for data capture from source and allow upload of relevant documentation
- xvi. Integrate with USSD service to allow the department to inform the retiree on their case, when the case is paid and in case of any delays the reasons for delay.

5.8.4. Deliverables

Inception Report giving a detailed understanding of the assignment including;

- i. Project charter.
- ii. A detailed work plan with the resource requirements schedule.
- iii. Detailed response to the requirements specifications
- iv. Proposed hardware specifications
- v. System analysis and design
- vi. Risk management report
- vii. Weekly status reports including quality assurance
- viii. Training of administrators and end-users
- ix. Configured supporting hardware and software systems as applicable.
- x. System and User manuals
- xi. Final project report

5.8.5. Acceptance Process

No.	Stages	Project Deliverables	PROOF
1.	Stage 1	Feasibility report, Requirements Document and System Design Document	Certificate of Acceptance and Sign Off for System Design Document and project plan
		Full detailed project plan including work plan & Gantt chart	
2.	Stage 2	user requirements blueprint and the enterprise integration platform	Certificate of Acceptance and Sign Off for Technical

		architectural design.	Architecture Document, Final Business Requirements Doc and prototype system
		Web-based Integration platform Prototype based on the blueprint.	
3.	Stage 3	Development/customization and configured integration platform	Certificate of Acceptance and Sign Off for the tested system report
		Test reports for each functionality	
4.	Stage 4	Hardware configuration ready for installation of the proposed platform.	UAT Certificate
5.	Stage 5	Integrated System installation and implementation with other relevant systems, including.	Certificate of Acceptance and Sign Off for testing report and end to end functional testing report.
		end to end system testing reports	
		Test report for the integrated system(end to end)	
		User Acceptance Test Cases/Scripts and UAT Plan	
		Approved UAT Report	
6.	Stage 6:	Approved Training Plan	Certificate of Acceptance and Sign Off for training documents
		Provision of training to all the relevant groups in the MINISTRY (users, technical, administrators, super users and other stakeholders). (Training of Trainers of trainers (TOT) for users (50 minimum) and specialized technical training (20 ICT Staff minimum))	
		User and Training Manuals for the System	
		Operational Manuals for all solution configuration and related Software	
		User Manuals and Training Manuals for the System	
7.	Stage 7	Handover plan	Certificate of Acceptance and Sign Off for handover and maintenance documents
		Maintenance and Support plan for 24 months warranty period (potentially extendable for another six months) period with an option of extension for a maximum of two years upon obtaining of necessary approvals and	

		compliance to the relevant procurement regulations	
8.	Ongoing	Bi-weekly Project Status Reports	Signed off Project Status Reports
		Monthly Progress Reports for Executive Steering Committee	

5.9. TECHNICAL REQUIREMENT

All features described in the specifications must be explicitly licensed and supported for 24 months by the manufacturer and the supplier. All requirements outlined in this document are mandatory and must be met in order to provide a reasonable guarantee that the system will meet its envisioned objectives.

The Technical requirements are divided into two sections as described below:

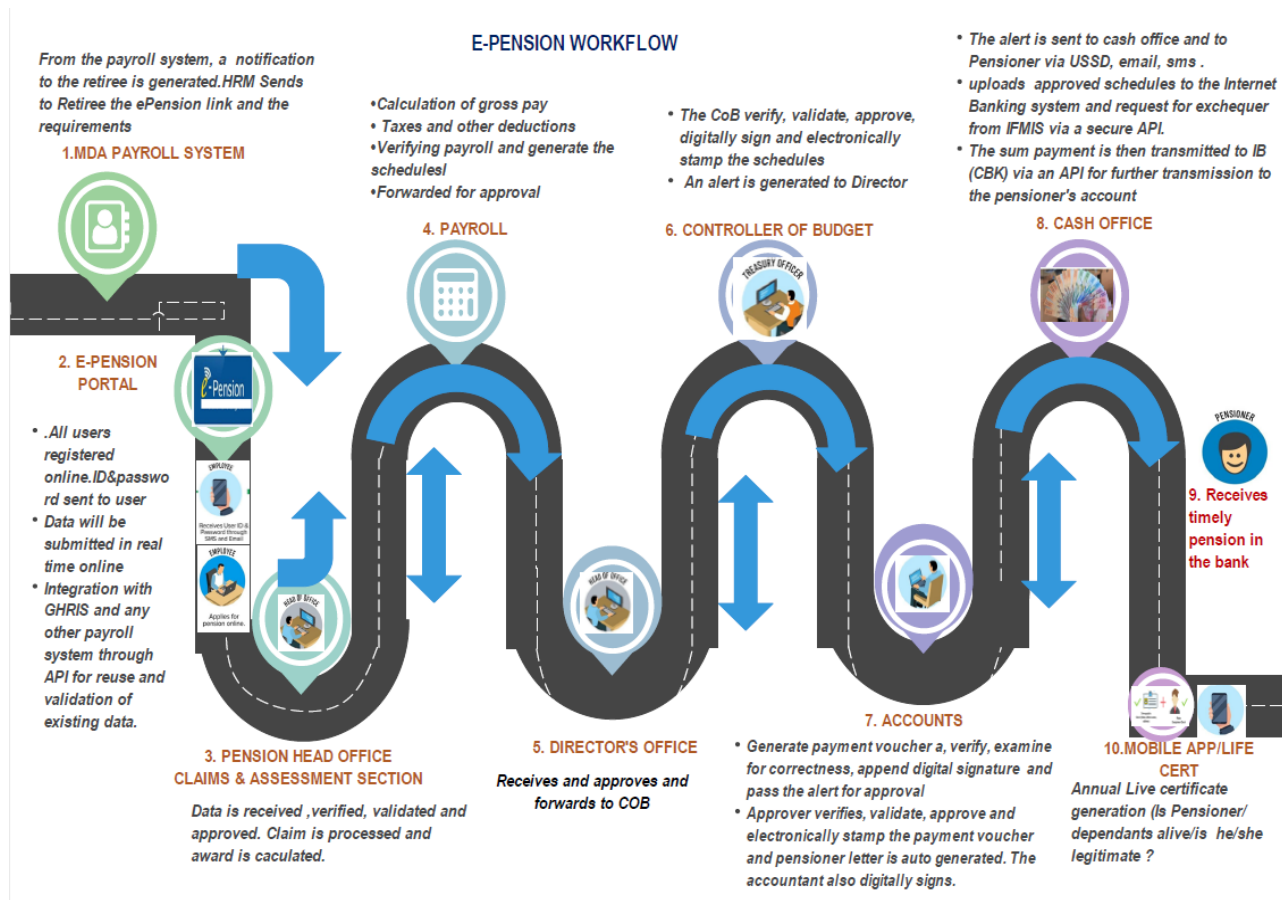
1. The mandatory requirements which consist of the general cutting across requirements and some of the module specific requirements. All requirements outlined in this section are mandatory and must be met to provide a reasonable guarantee that the IPMIS system will meet its envisioned objectives. They will be scored as YES if compliant or NO If not compliant. The bidders who qualify in the mandatory technical will be moved to next stage of technical scoring.
2. The detailed module specific requirements which will be scored as per the distributed marks .

For all of the technical specifications, the bidder is expected to explain in details how the solution meets requirement. This description together with the bidder's attached brochure will be used to determine and score their understanding of the technical specification.

In all cases, vendors are requested to put as much information as possible in the "VENDOR'S COMMENTS" to support their responses. **Including reference pages of the attached manufacturer product sheets/Brochure.**

5.9.1. General Technical Information

5.9.1.1 E-Pension Workflow



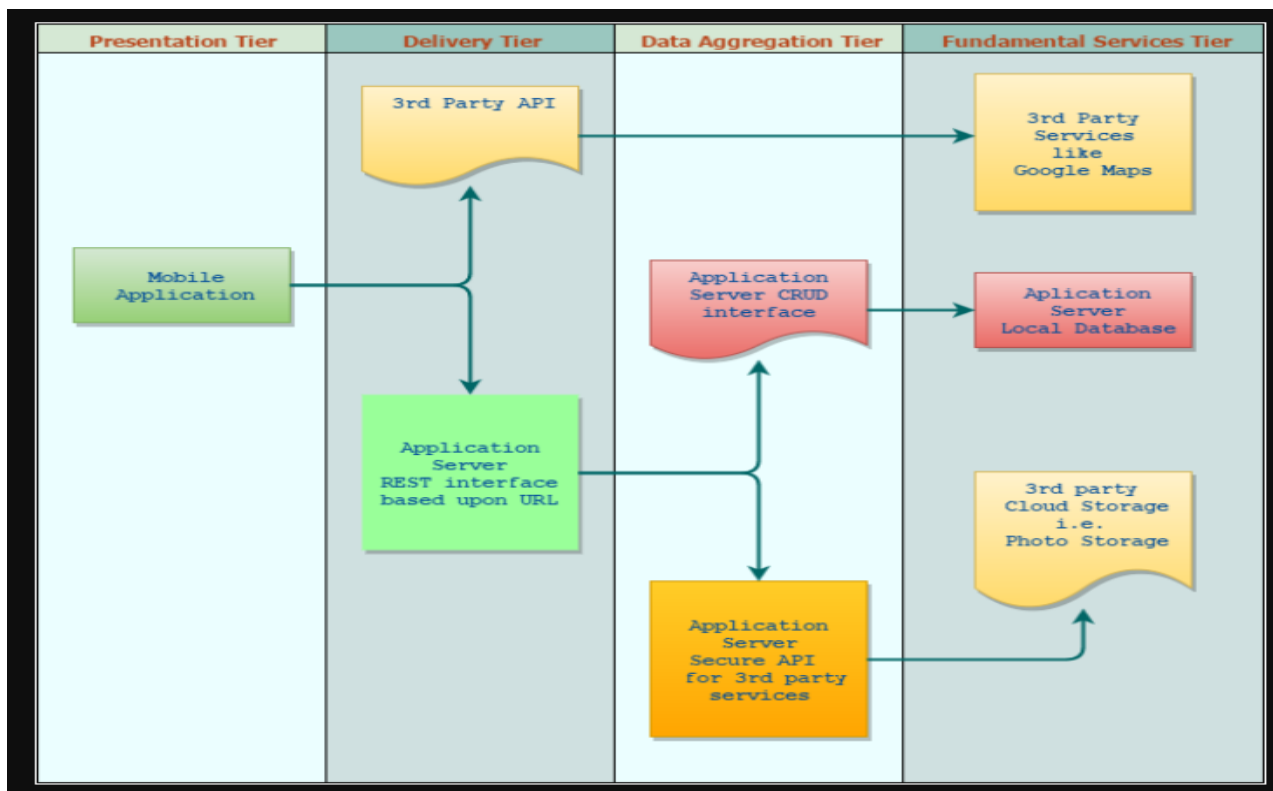
5.9.1.2 Multi-tier design Requirements to be met by the Information System

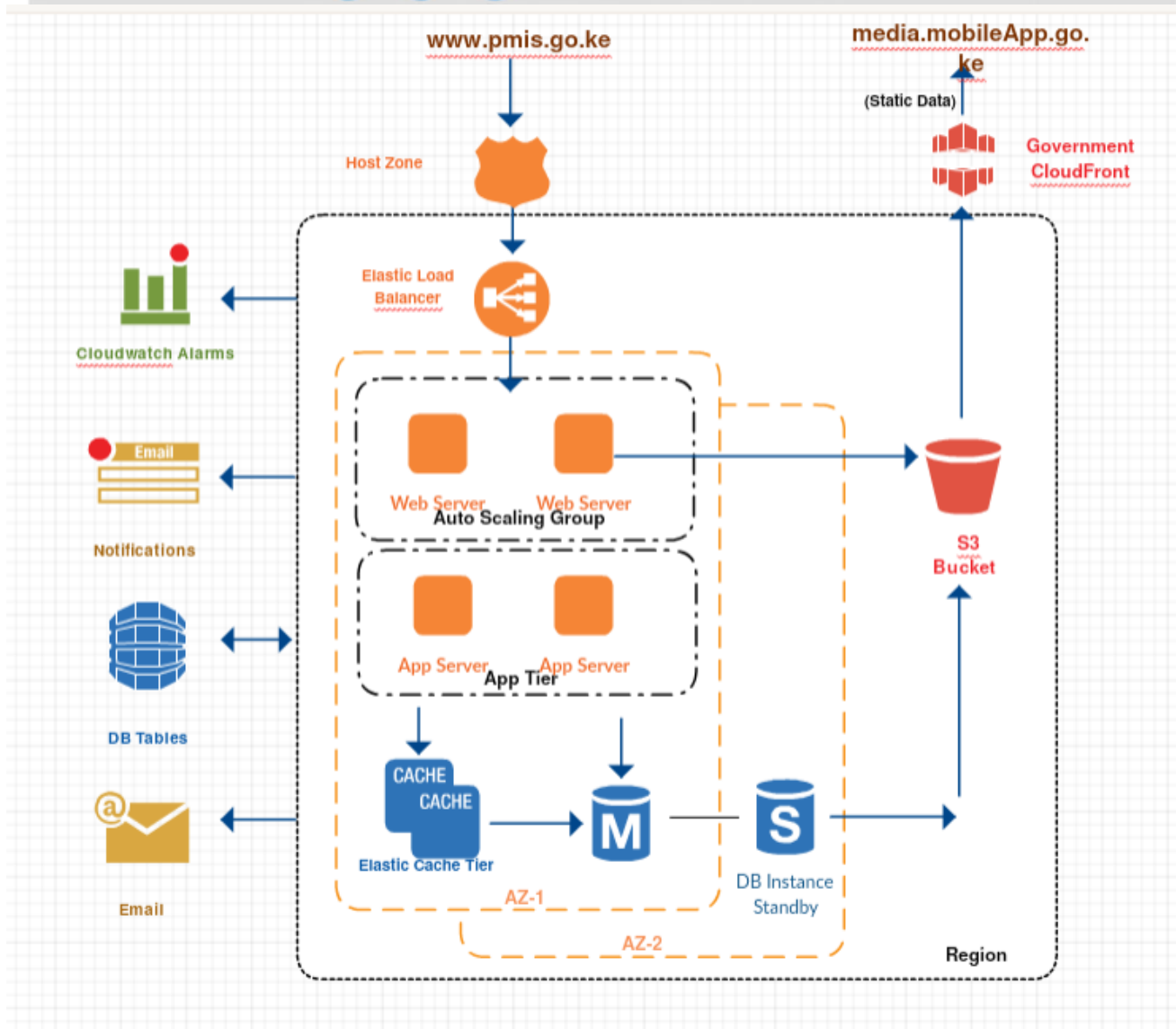
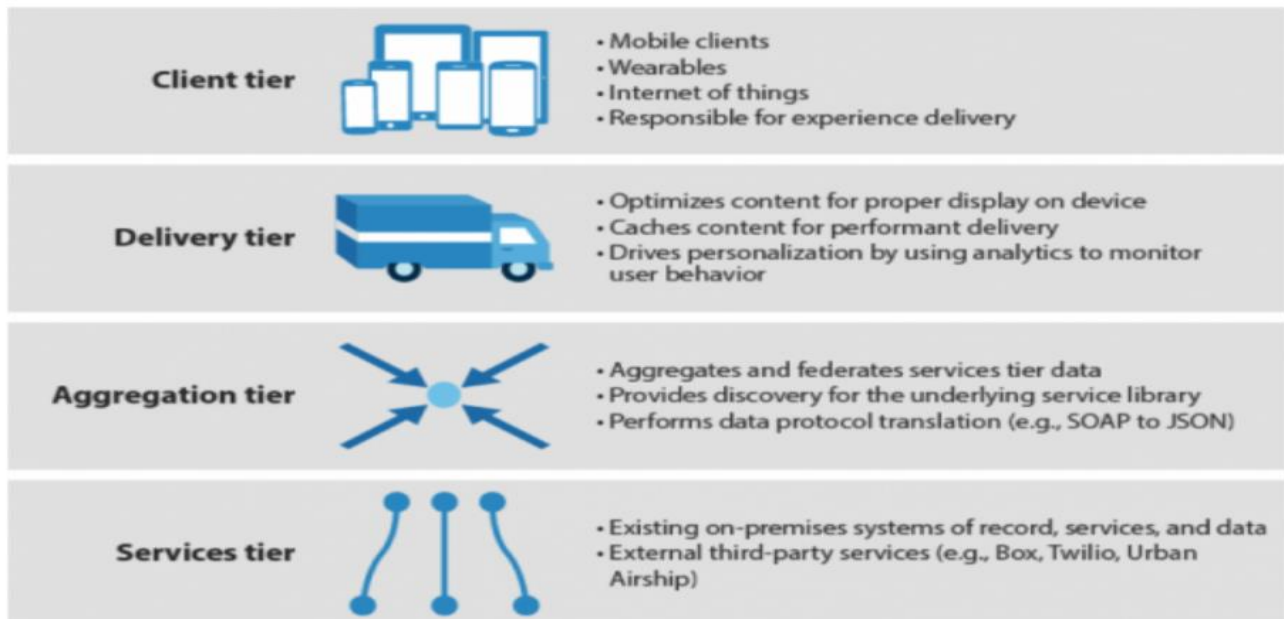
1) Benefits of N-Tier Architecture

There are several benefits to using n-tier architecture for software development. These are scalability, ease of management, flexibility, and security.

- **Secure:** You can secure each of the three tiers separately using different methods.
- **Easy to manage:** You can manage each tier separately, adding or modifying each tier without affecting the other tiers.
- **Scalable:** If you need to add more resources, you can do it per tier, without affecting the other tiers.
- **Flexible:** Apart from isolated scalability, you can also expand each tier in any manner that your requirements dictate. With multi-tier architecture, vendor will adopt new technologies and pension department can add more components without having to rewrite the entire application or redesigning the whole software, thus making it easier to scale or maintain. Meanwhile, in terms of security, you can store sensitive or confidential information in the logic tier, keeping it away from the presentation tier, thus making it more secure.

- **More efficient development.** Multi-tier architecture is very friendly for development, as different teams may work on each tier. This way, you can be sure the design and presentation professionals work on the presentation tier and the database experts work on the data tier.
- **Easy to add new features.** If pension department want to introduce a new feature, you can add it to the appropriate tier without affecting the other tiers.
- **Easy to reuse.** Because the application is divided into independent tiers, you can easily reuse each tier for other software projects. For instance, if you want to use the same program, but for a different data set, you can just replicate the logic and presentation tiers and then create a new data tier.
- When it comes to n-tier architecture, a three-tier architecture is fairly common. In this setup, you have the presentation or GUI tier, the data layer, and the application logic tier.
- **The application logic tier.** The application logic tier is where all the “thinking” happens, and it knows what is allowed by your application and what is possible, and it makes other decisions. This logic tier is also the one that writes and reads data into the data tier.
- **The data tier.** The data tier is where all the data used in your application are stored. You can securely store data on this tier, do transaction, and even search through volumes and volumes of data in a matter of seconds.
- **The presentation tier.** The presentation tier is the user interface. This is what the software user sees and interacts with. This is where they enter the needed information. This tier also acts as a go-between for the data tier and the user, passing on the user’s different actions to the logic tier.





PMIS system Enterprise architecture should be based on multi-tier design to achieve:

- Service Orientation
- Multi-platform support
- Maintainability
- Interoperability
- Security
- Separation of roles
- Database Independency
- Performance improvement
- High-level usability and Reusability
- Scalability
- Data Integrity
- Improved Security
- Improved Availability

5.9.1.3 System Architecture

Architectural Requirements to be met by the Information System

Architectural analysis is the process of understanding the environment in which the proposed system will operate and determining the requirements for the system. The input or requirements to the analysis activity will come from a number of stakeholders and include items such as:

- what the system will do when operational (the functional requirements)
- how well the system will perform runtime non-functional requirements such as reliability, operability, performance efficiency, security, compatibility defined in ISO/IEC 25010:2011 standard
- development-time of non-functional requirements such as maintainability and transferability defined in ISO 25010:2011 standard
- business requirements and environmental contexts of the system that may change over time, such as legal, social, financial, competitive, and technology concerns

The Pension System **MUST** be supplied and configured to embrace the following architectures.

5.9.1.4 Copyright

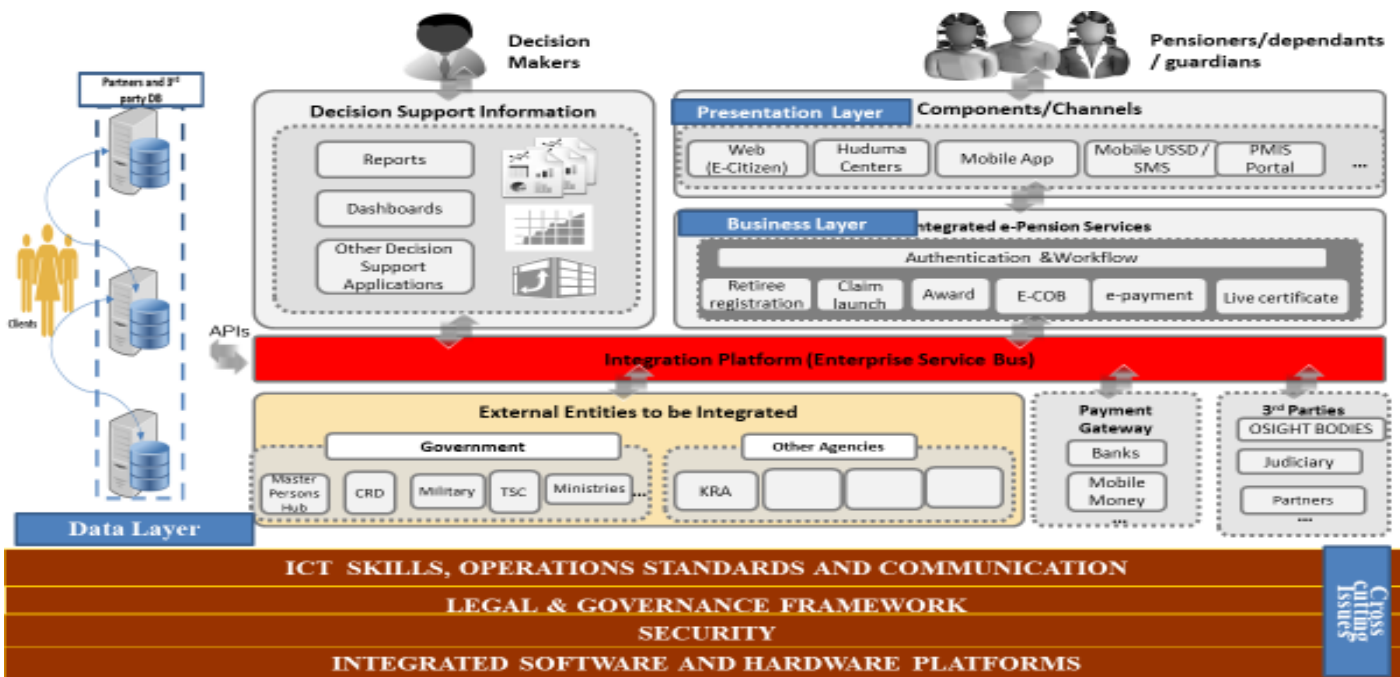
- The Intellectual property rights in all non-standard customized software and its code shall vest and be to the exclusive use of the Ministry.
- The Intellectual Property Rights in all Standard Software and Standard solutions shall remain vested in the owner of such rights;
- The Ministry's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement.
- Software Licence Agreements: Except to the extent that the Intellectual Property Rights in the

Software vest in the Ministry, the Supplier hereby grants to the Ministry license to access and use the associated Software and its code.

5.9.2. MANDATORY GENERAL/COMMON FEATURES TECHNICAL REQUIREMENT

The system that is proposed in response to these terms of reference should meet all the general mandatory technical requirements presented in this section. Bidders are required to give item by item response to each item, providing page reference against each requirement. The bidders who qualify in the mandatory technical will be scored on the rest of the specifications.

5.9.2.1 Enterprise Architecture



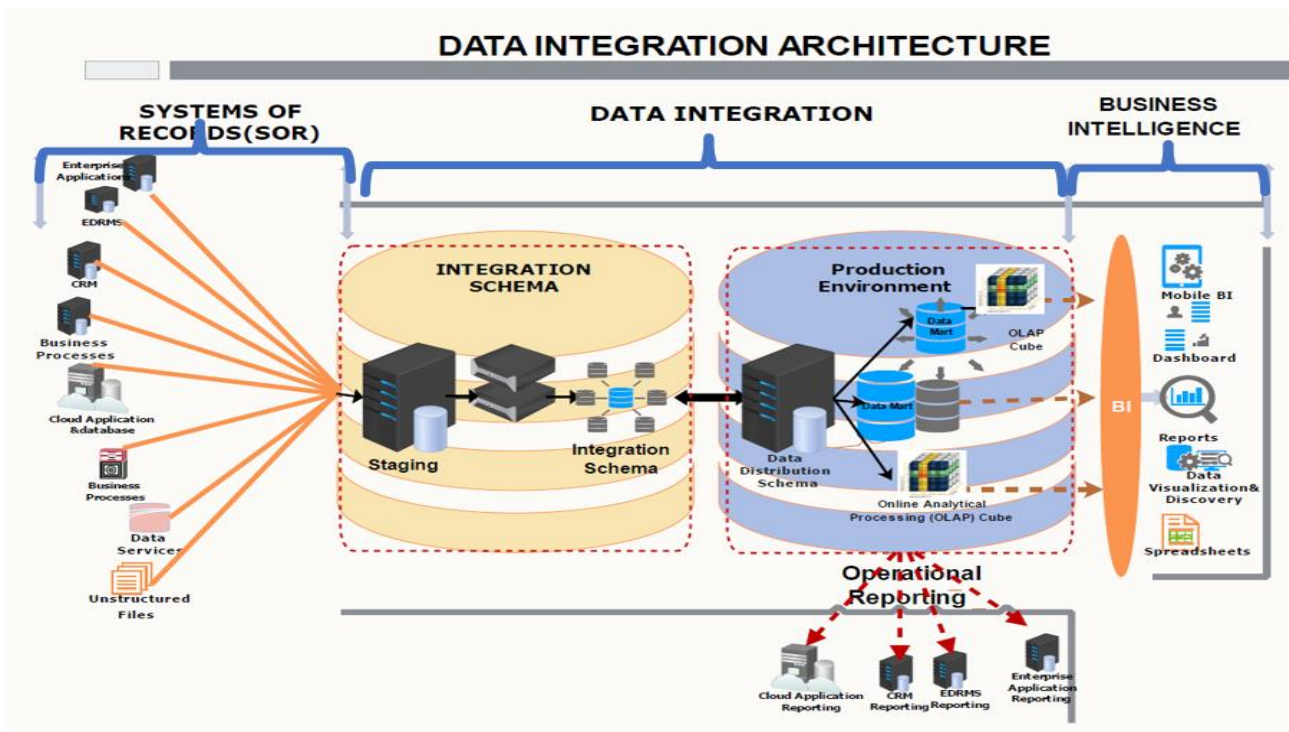
5.9.2.2 Configuration Architecture

The Pension system shall be designed to run in the following environments for their own purposes:

Item No	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
1.	Development environment	environment for developing and first level testing of the system which is accessible to the		

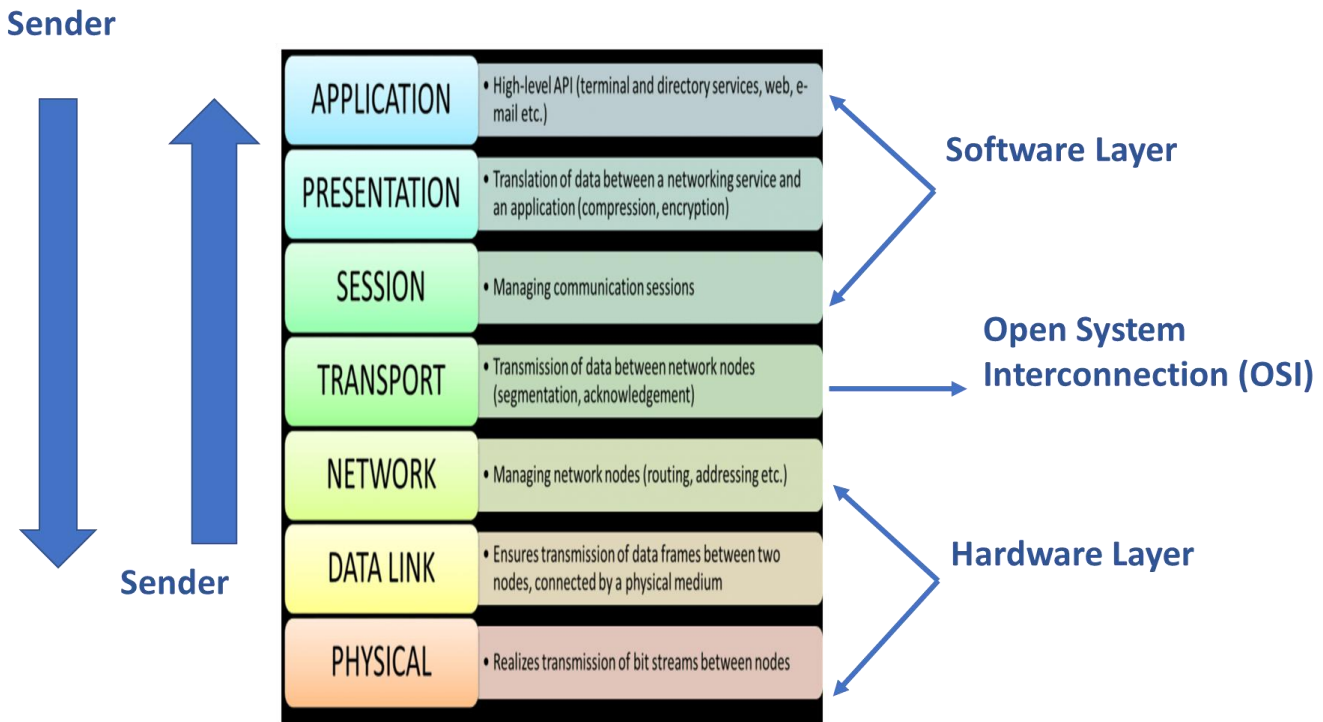
		developers, quality assurance team, and system administrators.		
2.	Staging and Training	In this environment the developed product will undergo further testing and debugging. UAT to be conducted at this level. The output from this should be ready to move to production.		
3.	Production environment	live system with real transaction data and information.		
4.	Disaster Recovery environment	Real time replication of the system in the production environment.		
5.	Note: In case of any subsequent updates the system will go through the same cycle with having the current system in production fully integrated at the staging.			

5.9.2.3 Information/data Architecture



Item No	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
1.	Information/data Architecture Principles	<p>Information Architecture will include, but are not limited to,</p> <ul style="list-style-type: none"> ○ business services and processes, ○ business locations, ○ computer applications, ○ databases, ○ data marts/schema, ○ data warehouses, ○ communications networks, ○ access channels, ○ data components and data services. 		

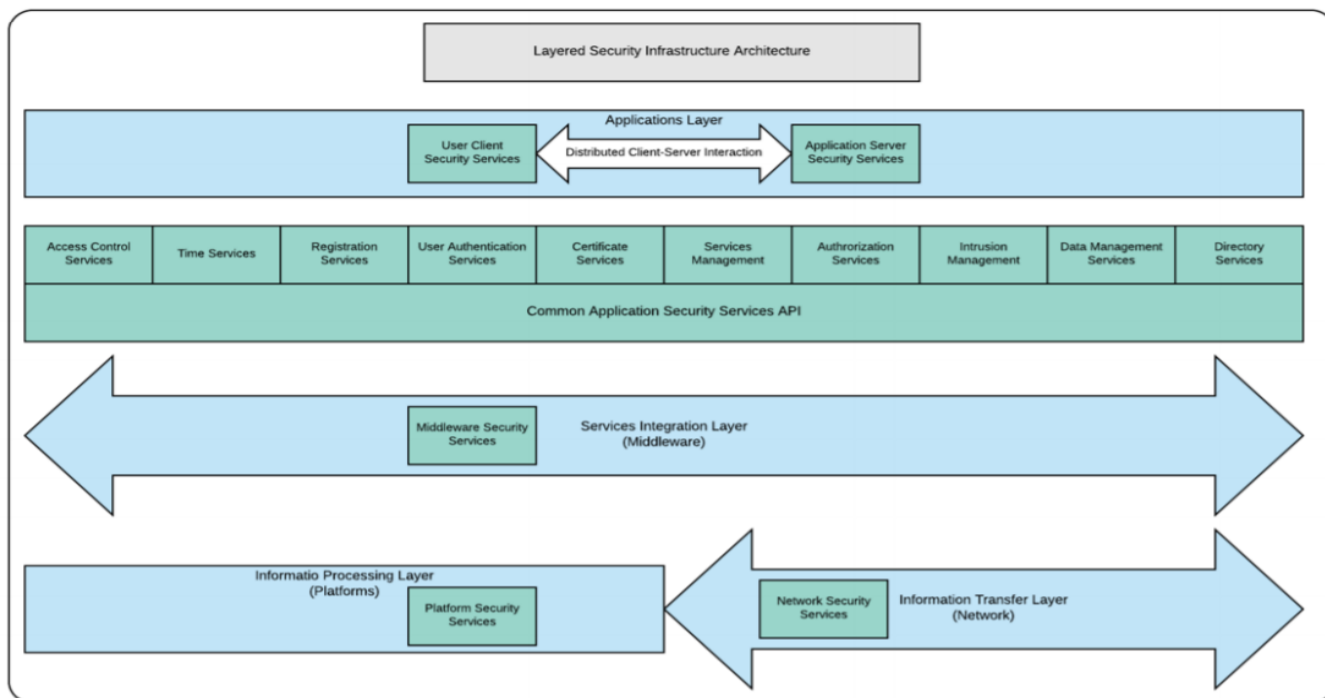
5.9.2.4 Technology/Application Architecture



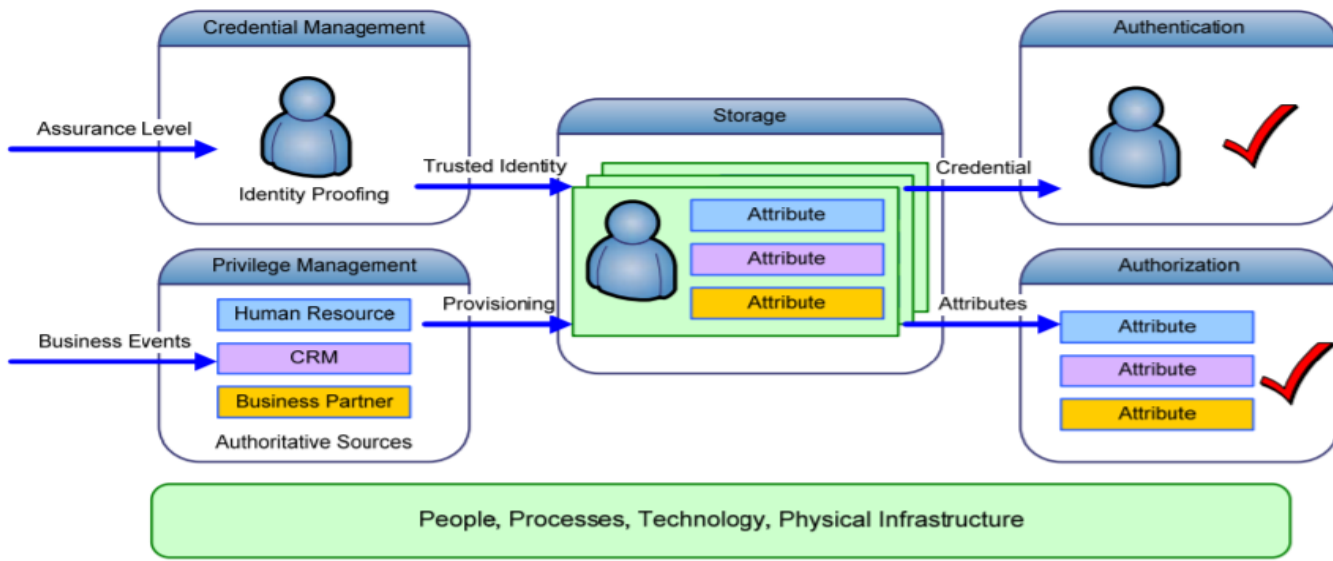
Item No	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
1.	Application Architecture Principles (Diagram above)	<ul style="list-style-type: none"> ➤ The applications should be designed to gain maximum interoperability for ease of integration of applications/modules, Efficient reuse of existing application assets, faster deployment of new applications, better responsiveness to changing business needs. ➤ The components should cooperate to allow the amplification of reusability, extensibility, testability, and increase cohesion • Open Access Protocol (OAP) Message Analyzer: This determines the structure and content of the documents exchanged in business processes involved in pension management collaborations. • Service Registry: it is the mechanism for registering and publishing information about 		

		<p>business processes, products and services, and to update and adapt to different scenarios.</p> <ul style="list-style-type: none"> • Subscription Registry: it is the mechanism for registering interactions in which systems publish information about an event to the network so that other systems, which have subscribed and authorized to receive such messages, can receive that information and act on it appropriately. • Discovery Service: This module is used to discover business processes implementations. • Given the dynamic environment surrounding the awards processing, the power of being able to find business processes on the fly to create new business processes is highly desirable. • Dynamic Binding Service: This component binds compatible business processes described as Web services. The binding of a Web Service refers to how strong the degree of coupling with other Web Services is. • Dynamic Invoker: This module transforms data from one format to another. • Web Service Definition Language (WSDL) Document Analyzer: it validates WSDL documents that describe business processes by their interfaces which are provided and used by the system. • Web Services Reliable Messaging (WSRM) -based Messaging Service: it is the communication mechanism for the collaboration among the actors involved along the whole chain. • Response Formulator: This component receives the responses from the pensioners about a requested service. • Workflow Engine: This internally coordinates Web services by using a Business Process Execution Language for Web Services (BPEL) based business process language. It consists of building a fully instantiated workflow description at design time, where users are dynamically defined at execution time. 		
2.	Technology Architecture Principles	<p>Vendor should demonstrate how they will use the Technology and Infrastructure Service Principles and show how technology, services, patterns, blueprints, components, delivery levels, responsibilities, etc. will be used to develop, deliver, and manage the system. They need to also show how the changes will be managed and the impact of this potential changes to the system architecture</p>		

5.9.2.5 Security Architecture

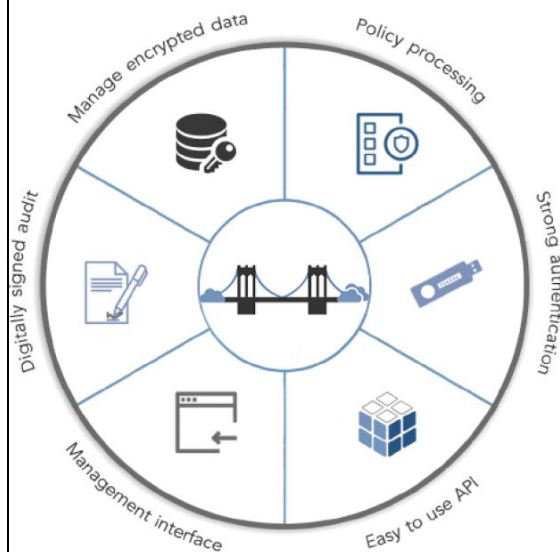


Basic Identity and Access Management Components



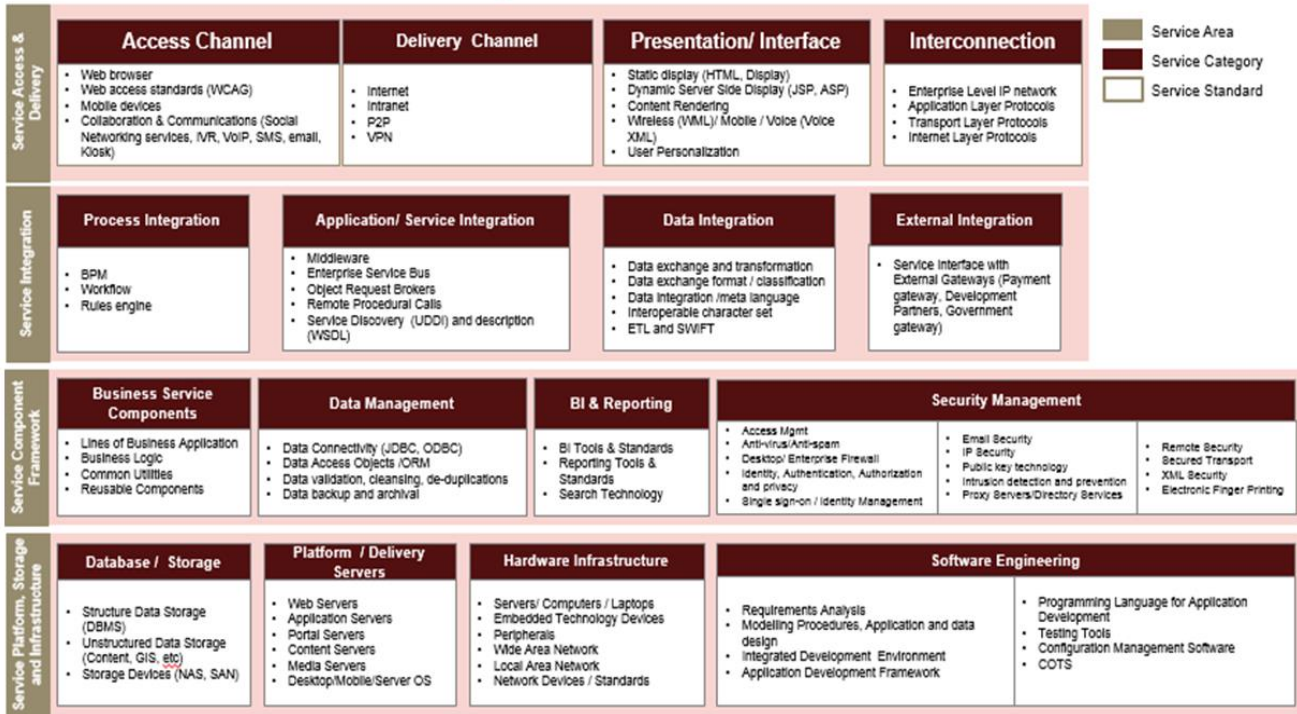
Item No	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
1.	Principles	<p>The controls will serve the purpose of maintaining the system's quality attributes, among them confidentiality, integrity, availability, accountability and assurance.</p> <p><i>(Confidentiality and integrity of processed data, provide availability of the system and data, accountability for transactions processed, and assurance that the system will continue to perform to its design goals).</i> Principles are:</p> <ul style="list-style-type: none"> - Administration; - Availability; - Accountability; - Authorization; - Assurance; - Awareness and Training - Data and information protection 		
2.	Components	<ol style="list-style-type: none"> 1. Platform security 2. Hardware security 3. Network security 4. Operating system security 5. File security 6. User security 7. Database security, practices and 		

		procedures		
3.	Component architecture mapped with physical architecture Standards	<ul style="list-style-type: none"> • Security standards (e.g. ISO, US National Institute of Standards and Technology [NIST]) • Security products and tools (e.g., antivirus [AV], virtual private network [VPN], firewall, wireless security, vulnerability scanner) • Web services security (e.g., HTTP/HTTPS protocol, application program interface [API], web application firewall [WAF]) • Hardware security module (HSM): HSM (physical computing device that safeguards and manages digital keys, performs encryption and decryption functions for digital signatures, strong authentication and other cryptographic functions. These modules traditionally come in the form of a plug-in card or an external device that attaches directly to a computer or network server. A hardware security module contains one or more secure cryptoprocessor chips. 		
4.	Operational security:	<ul style="list-style-type: none"> ➤ Implementation guides ➤ Administration ➤ Configuration/patch management ➤ Monitoring ➤ Logging ➤ Pen testing ➤ Access management ➤ Change management ➤ Forensics, etc. 		

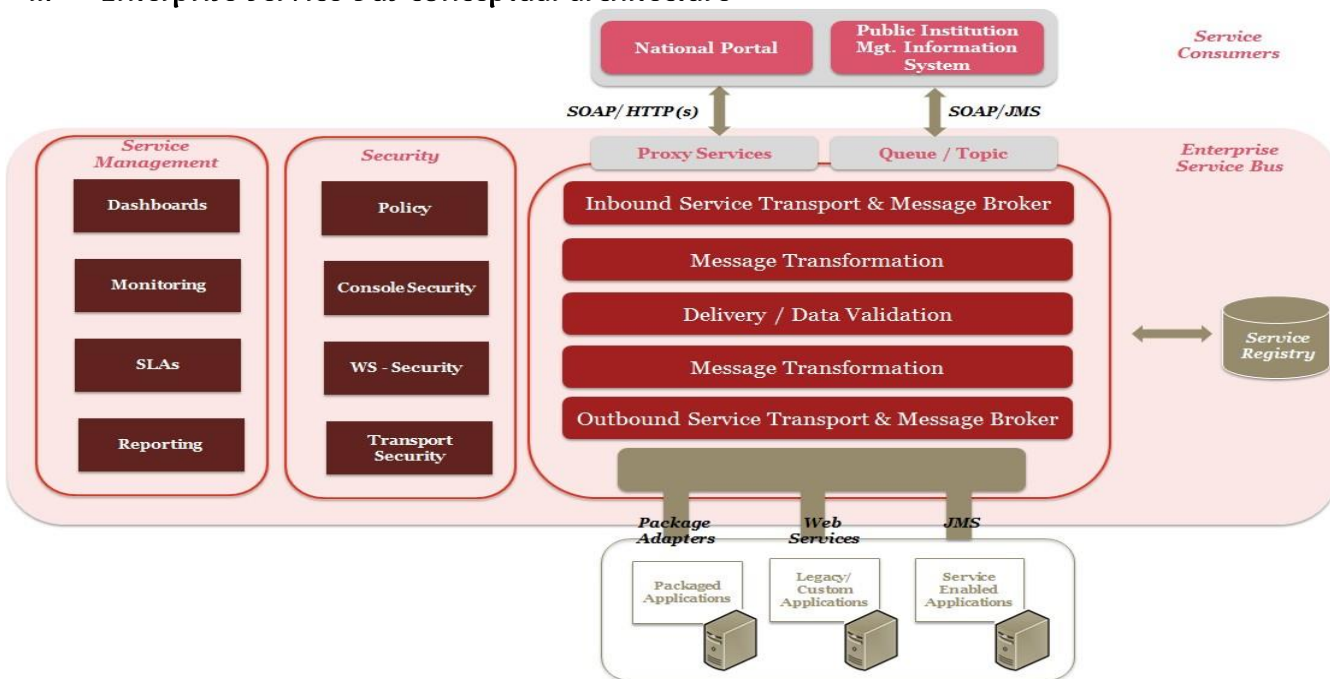


5.9.2.6 Integration Architecture

i. Integration Architecture Principles



ii. Enterprise Service Bus conceptual architecture



Item No	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
1.	Integration Architecture	<p>This Identifies common components (including existing Government policies, standards, applications/systems technology etc. wherever relevant) across the interoperability domain and define policies, standards, and procedures to ensure reusability of artefacts. The Technical Integration Architecture service components and capabilities provides a foundation to advance the re-use and standardization of technology and service components from a government-wide perspective.</p> <ul style="list-style-type: none"> • Interoperability • Confidentiality • Open standards based • Enterprise Service Bus (ESB) based national service delivery gateway • Web services for information exchange and granular service. 		

5.9.2.7 Software Architecture:

Item No	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
1.	Software architecture	<p>Software architecture exhibits the following:</p> <p>Multitude of stakeholders: software systems have to cater to a variety of stakeholders such as business managers, owners, users, and operators. These stakeholders all have their own concerns with respect to the system. Balancing these concerns and demonstrating that they are addressed is part of designing the system. This implies that architecture involves dealing with a broad variety of concerns and stakeholders, and has a multidisciplinary nature.</p> <p>Separation of concerns: the established way for architects to reduce complexity is to separate the concerns that drive the design.</p> <p>Architecture documentation shows that all stakeholder</p>		

	<p>concerns are addressed by modeling and describing the architecture from separate points of view associated with the various stakeholder concerns</p> <p>Quality-driven: classic software design approaches should be driven by required functionality and the flow of data through the system, but more importantly the software system should be more closely related to its quality attributes such as fault-tolerance, backward compatibility, extensibility, reliability, maintainability, availability, security and usability.</p> <p>Recurring styles: like building architecture, the software architecture has to be developed around standard ways to address recurring concerns.</p> <p>Conceptual integrity: the architecture of the system must represent an overall vision of what it should do and how it should do it. This vision should be separated from its implementation. The architect assumes the role of "keeper of the vision", making sure that additions to the system are in line with the architecture, hence preserving conceptual integrity.</p> <p>Cognitive constraints: the designed system must be a mirror of the communication structures of these organizations.</p>		
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5.9.2.8 Training and Skills/Technology Transfer

As part of the implementation process, it is the hope of the National Treasury 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. Capacity building is necessary to build competence and to institutionalize the usage of the platform within the National Treasury.

Item No	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
1.	Technical Skills Assessment	The bidder is expected to explicitly state the technical skills of its staff required to successfully implement and sustain the System. Attach CVs and certificate copies		
2.	Methods of Training and Skill Transfer	The bidder is expected to elaborate on their proposed training methods to be used for skills transfer which will ensure that National Treasury has enough internal capacity to maintain and use the		

		System.		
3.	Training Curriculum	The bidder is expected to provide the training curriculum to be used to train at least thirty (30) business users on use of the system. These users will then train other end users (Training of Trainers concept) The training curriculum shall adhere to the functional requirements.		
4.	Admin/Technical Training	The bidder is expected to provide the training curriculum to be used to train at least twenty (20) IT technical staff (administrators and technical support staff). This should be comprehensive to ensure that the technical staff can fully manage and support the solution.		
5.	Training Evaluation	The bidder is expected to provide a methodology of evaluation of the training, learning and skills transfer.		
6.	Training facility	All trainings must be provided at an accredited center. Bidders shall propose training site and location and this shall be in agreement with the purchaser. This should not be costed in this bid		
7.	Training materials	<p>(i) The Vendor shall develop training materials illustrated in English with screen shots of all user interfaces of the application. The training materials must be designed to also facilitate Training for Trainers approach, and must be developed with a view that they can be used by National Treasury staff in conducting future training. The bidder is expected to provide all trainees with training material both soft and hard copies.</p> <p>(ii) The Vendor must maintain and update all documentation for any system changes performed by the Vendor during the contract period and any negotiated extensions at no cost to the client.</p> <p>(iii) The Vendor must agree that the National Treasury shall have the right to copy all documents for internal</p>		

		<p>distribution.</p> <p>(iv) The Vendor shall propose a method of ensuring efficient document control. The Vendor shall provide the details of a Knowledge Coordination Approach which indicates the specific formats (versions) and procedures for all documentation to be disseminated amongst the client project team.</p> <p>(v) The Vendor must ensure that a detailed User Guide is provided with the system. Context-sensitive Help screens (help narratives) within the system are also required.</p> <p>(vi) In addition to the full User Guide referenced above, the Vendor will be required to provide a “Quick reference guide”, preferably in the form of a small booklet. The objective is to provide a structured, user-friendly, means to help a user perform a task. It is expected that this guide will focus on providing “how-to” essentials of the key everyday functions without the user having to peruse the main document.</p> <p>vii) In order to ensure sustainability, it is expected that within the proposed twenty four (24) months of post-implementation, knowledge transfer will be completed and identified ICT officials of the Ministry will be fully trained so that Ministry is able to maintain and operate the system independently without Vendor support.</p>		
8.	Experienced trainers	<p>The bidder should have trainers to be able to transfer knowledge to Ministry’s staff. The successful bidder should provide a detailed Training Schedule for their solution, detailing the training approach and methods, location, and curriculum as</p>		

		well as indicated the cost of training in the price schedule.		
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5.9.2.9 Testing plan

The Vendor should describe in details in their proposal the testing environment and methodology to be used prior to handing over the system for client user acceptance testing (UAT). The Client expects the following test cycle to include:

Item No	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
System Testing				
1.	General	<ul style="list-style-type: none"> • Create test cases and test data. • Manage the test environments and associated test data from an applications perspective. • Ensure that all testing activities conform to the requirements of defined Change Control procedures. • Perform unit and system testing and document results. • Perform integration, stress, and regression testing and document results. • Perform data migration and data conversion tests. • Review and approve results of all testing activities. • Develop and conduct user acceptance, quality assurance (QA) testing and document results. • Assist in conducting and documenting user acceptance and QA testing. • Review testing results to identify variances between documented requirements and provided functionality and usability. • Review testing results for compliance with policies, procedures, plans, and metrics (e.g. defect rates, progress against schedule, etc.). • Correct defects identified during the testing efforts. • Prepare application(s)/module(s) for migration 		

		into INPRS production environment.		
2.	Unit Testing:	The vendor will carry out the unit testing in house to make sure each component and module of the system functions as designed.		
3.	Integration Testing:	After all modules of the system are developed, integration testing is carried out to make sure that all modules function and perform as expected when working in combination.		
4.	Load testing:	Since the application will be used by a large number of users in future, load testing will be performed to see how the system performs under heavy loads. This may require fine tuning the web server, application, application server, and/or the database server or network configuration and load balancing.		
5.	Recovery Testing:	One of the important aspects of an application is how well it can recover in case of a system failure, server shutdown, or service failure. Tests will be carried out to see how well the system recovers from crashes and hardware failures.		
6.	Security Testing	it is necessary to perform detailed security testing of the system. This involves a complete penetration test to make sure the application and the server is not vulnerable to any type of attacks such as SQL injection attack, XSS attacks etc. This will be done by using threat detection and vulnerability scanner software		
UAT testing approach				
7.	Usability Testing	The client will test the navigation between screens, user-friendliness and workflows of each of the screens. Against this, if deficiencies are identified the interface maybe redesigned during this testing Stage based on feedback from the Client.		
8.	Functional Testing:	A complete end to end functional testing cycle will run. During the functional test, actual processes, and all key services provided by system will be tested against the business requirement, (end to end) to see if the system meets the requirements as described in the in		

		the RFP document and stores data and generate reports properly.		
9.	Acceptance Testing	An end to end functional and quality of service testing (including security, performance and robustness) will be performed by the Ministry before any system sign off.		
10.	UAT Test Script	An end to end user functional and quality of service testing will be performed by the Ministry prior to any system sign off.		

5.9.2.10 Technology Platforms

Item No	Feature	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
1.	Platform	<p>Bidders shall give a detailed response to demonstrate how their proposed platform will meet the functional requirements mentioned in all the sections in this tender document. The requirements shown in Bidder response should, therefore, provide exhaustive details on the features of their proposed platform, in such a way as to ensure that the proposed platform leverages on the power of the platform to integrate administrative functions in line with modern best practices.</p> <p>The bidder must define the technology platform(s) to be used to fully deliver their proposed solution.</p>		
2.	Components	<p>The bidder shall state the proposed components of the platform in terms of:</p> <ul style="list-style-type: none"> Names and versions The Integration engine. The database proposed. Operating system proposed. Client or end-user operating systems supported <p>The system must be scalable to accommodate growth in the user base as well as data analysis transactions. Comment on how this can be realized.</p> <p>Elaborate on the open-endedness of the system to allow integration with other systems within Government</p> <p>Describe the programming language/technology of the system.</p> <p>Setup of necessary IT security measures for the system;</p> <p>The system must be highly available with an uptime of at least 99.9% availability.</p>		

		For each specification, bidders are requested to provide a clear and concise explanation and provide across-reference to where that explanation or supporting information can be found in other part of the technical proposal. They are required to provide a system brochure that points out the functionalities that have been outlined in this tender document.		
3.	Hardware	Bidders will be required to give the indicative minimum hardware specifications required for the optimum operation to run the system. All the software that will enable the running of the system should come coupled with the solution		

5.9.2.11 Service Level Agreement (SLA) 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.

Item No	Features	Bidder's Response	Reference Pages in brochure /document
1.	The bidder MUST guarantee support for the proposed system for two (2) years after commissioning.		
2.	The bidder should furnish a maintenance schedule for the platform supplied.		
3.	The bidder MUST test all the necessary interfaces and interconnection facilities which integrate the components of the proposed system.		
4.	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.		
5.	The bidders shall propose a service level agreement that addresses the following: <ul style="list-style-type: none"> • Escalation matrix • Contact persons • Response time (2 hours) 		

	<ul style="list-style-type: none"> • Proof of local presence • Online support from manufacturer Any other related SLA requirements		
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5.9.2.12 Support and Maintenance requirements

After completion of the project, continuing support and maintenance activities will be required from the Bidder for a period of time where the platform will be on warranty and with continued support and maintenance. This would also include on-site support, hence the bidder must demonstrate availability of local support.

Bidders are required to provide a clause-by-clause response to the specifications in the given format. All bidders are expected to demonstrate and give detailed information on how their proposed system meets the requirements identified below:

Item No.	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
1.	System and infrastructure Licensing	The bidder is expected to: Indicate the period of warranty (not less than 24 months)		
		<ul style="list-style-type: none"> • Hand over Intellectual Property Rights related to the customization to National Treasury, including all related designs and all relevant further documentation or propose an agreeable escrow contractual agreement. 		
		Bidders are required to give information on all licensing regime. Such license to access and use the Software shall be: <ul style="list-style-type: none"> • Non-exclusive; • Fully paid up and irrevocable Valid for use within the processes of National Treasury, within the volume restrictions of the license structure 		

Item No.	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
		<ul style="list-style-type: none"> • It should be noted that National Treasury prefers perpetual licensing (one-off) <p>Bidder must provide a price quotation for end to end solution that meets all the requirements in the financial bid. The quote shall include all the software that will run the platform e.g. operating systems, application, databases, middleware etc.</p> <ul style="list-style-type: none"> • The nature of the System is such a way as to permit access, from other computers connected to the primary and/or backup Sites by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access; • Reproduced for safekeeping or backup purposes; • The Software license shall permit the Software to be disclosed to and reproduced for use (including a valid sublicense) • The Bidder will not include configuration in the platform that restricts and/or limits access to certain features, functionality or capacity of such Software subject to the Purchaser making payments or for other self-help or retaliatory 		
2.		<p>Ability to allow remote diagnostic support. Ability to detect on-line violations and maintain a history of security profiles and other system areas Ability to provide on-line time/date control on access</p>		

Item No.	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
3.	Product upgrades	At any point during performance of the Contract, should technological advances become available for technologies originally offered by the Bidder in its bid and still to be delivered, the Bidder shall be obligated to offer to the Client the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices		
		<ul style="list-style-type: none"> At any point during performance of the Contract, for Information Technologies still to be delivered, the Bidder will also pass on to the Client any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Bidder in the Client's Country 		
		<ul style="list-style-type: none"> During performance of the Contract, the Bidder shall offer to the Client all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within agreed timelines. 		
		<ul style="list-style-type: none"> During the Warranty Period and Support, the Bidder will provide at no additional cost to the Client all new versions, releases, and updates for all Standard Software that are used in the System, within agreed timelines. 		
4.		<ul style="list-style-type: none"> During the Warranty Period, the Purchaser shall introduce all new versions, releases or updates of the Software within agreed timelines of receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect 		

Item No.	Features	Minimum Requirements	Bidder's Response	Reference Pages in brochure /document
		<p>system operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects system operation or performance, or requires extensive reworking of the System, the Bidder shall continue to support and maintain the version in operation for as long as necessary to allow introduction of the new version, release, or update.</p>		
5.	Duration of license agreements	<p>In relation to standard software, the license agreements should be perpetual. The support on these solutions should cover an agreed period after the start of the project. After this period National Treasury must be able to extend the support directly with the product owner.</p>		
6.	Cost reductions	<p>At any point during performance of the Contract, for Information Technologies still to be delivered, the Bidder will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Bidder in the Purchaser's Country</p>		
7.	Help desk	<p>Vendors must have an existing helpdesk.</p>		

5.9.2.13 GENERAL FEATURES FUNCTIONAL REQUIREMENTS

The system that will be proposed in response to these terms of reference should meet all the general functional technical requirements presented in this section.

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
1.	Technology	<p>The system should be developed in the current trend technology and must have a capability to be viewed in all operating systems and devices without distortion of information and user interface. The system should support an administration module for the complete management of the total system.</p>		
		<ul style="list-style-type: none"> • The system should be user friendly, menu driven with extensive online help facilities. • The system should have an extensive use of parameters and tables to ensure that the system is flexible to enable the National Treasury accommodate future changes. 		
		<p>The bidder must define the technology platform(s) to be used to fully deliver their proposed platform. This should include: -</p> <ul style="list-style-type: none"> •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 •open-endedness of the platform to allow integration with other upcoming systems •Describe the programming language/technology of the system. •Supply and installation/setup of the appropriate software, licenses and kits; 		
		<p>Bidder to describe the following architectures that will be embraced by the proposed platform</p> <ul style="list-style-type: none"> • system architecture. • Information architecture • Infrastructure architecture 		
2.	Functional Interface	<p>The platform must be accessible in all the web browsers i.e. Internet Explorer, Opera, Google Chrome, Firefox etc</p> <p>Have a Graphical User-friendly interface that is web-based</p> <p>Simple and Intuitive navigation between functions</p>		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
		<p>such as dropdown menu-driven options for common/known data fields.</p> <p>Automatic population of known fields to reduce data re-entry</p> <p>Ability to print any information displayed on a screen.</p> <p>Data validation and error checking facility.</p> <p>The ability for the system to set up various parameters that are user-specific (data classifications, formulas).</p> <p>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.</p> <p>The ability for the system to grant access to users through a single sign-on/log-on facility.</p> <p>The system should interface with other applications.</p>		
3.	Scalability and Performance	<p>One of the fundamental requirements of solution architecture to be provided by the vendor is its ability to scale up as and when new applications and services are added and transaction volumes increase without compromising the performance of the overall solution.</p> <p>It should provide for Scale-Up and Scale out on the platform, Web Servers, Database Servers, Application Integration Servers, Business Intelligence (BI) and all other solution components.</p>		
		<p>The system must be adaptable and scalable with changing technology</p>		
4.	Availability	<p>Solution should be designed to remove all single points of failure. The solution should provide the ability to recover from failures, thus protecting against many multiple component failures.</p>		
5.	Manageability	<p>All the components of the system must be managed from a remote management station. Shall provide custom reporting of current and historical system performance parameters. Performance parameters to be tracked include resource utilization (CPU, Memory, Hard Disk, I/O, and Processes), uptime, throughput, device alerts/failure etc.</p>		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
6.	Architecture	<p>The system should support a multi-tier architecture with each tier fully independent. It should have the ability to integrate with Active Directory (for authentication) and e-mail system and also provide a flexible API for system integration and application development.</p>		
		<p>The system should provide a modular facility to customize the document management interface to meet specific functional requirements</p>		
7.	Security	<p>The ability for the system to grant access to users through a single sign-on/log-on facility. Login, password and user settings are limited to administrator role and define password strength and alerts to change password for a defined period</p>		
		<p>Different confidentiality settings for groups and individuals to be managed by the administrator. Modern threat protection, customizable content controls and an intuitive web-based console Configure Violations to warn users, block the files from being posted and/or replace the files with custom text. Two factor Authentication of users The system must support extensive audit trails at folder/ aggregation of records level to the lowest object level for each action done by a particular user by stamping the user name, date and time. The system should ensure that the audit trails remain unalterable and this function should be fully handed over to the purchaser.</p>		
		<p>a) Provide system's security driven by roles, so as to reduce the number of security profiles that need to be maintained? b) The system should have adequate data entry security controls, validation, check digit, etc. c) Definable password security permission with read, update, add, delete and post. d) Separation of business application system access and administration from that of Database Administration and Operating System access and administration. e) Audit trail on Users, functions accessed with</p>		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
		<p>details of transactions should be posted to a secure log file both within the system and an offsite location that is only accessed by a designated staff.</p> <p>f) Maintain Disk Storage of Audit Trail Log file (log password reinstructed)</p> <p>g) The system should be modular allowing Staged implementation of additional modules.</p>		
	User Authentication	<p>Each user must be authenticated with a unique user-id / username and password on the application. The User IDs / Usernames should be case sensitive.</p>		
		<p>All user accounts must be managed with reference to and in synchronization with an authoritative central user management system e.g. identifying personal numbers in Ministry's active staff database (Active Directory, Central HR database or the ERP etc.) for internal Ministry users NB: User accounts management activities include but not limited to new user creation, user maintenance, and user authentication (during login).</p>		
		<p>All new user accounts must have a system-generated random password when created. A secure way of communicating the initial password to the user should be utilized, e.g. via an e-mail account.</p>		
		<p>The system must prompt users to change their passwords the first time they log on to the application.</p>		
		<p>The system must support password expiry features with a configurable frequency. This should be parameterized to allow flexibility in adjusting this value as required.</p>		
		<p>The system should not support automatic logins to guard against brute force attacks. The login page should include a challenge which the user</p>		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
		responds to before proceeding with the login.		
		The system must implement the following Password Strength Controls:		
		Passwords should have a configurable minimum and maximum lengths		
		Password must meet a configurable combination of the following 4 complexity rules: <ul style="list-style-type: none"> ✓ at least 1 uppercase character (A-Z) ✓ at least 1 lowercase character (a-z) ✓ at least 1 digit (0-9) ✓ at least 1 special character (punctuation) 		
		These password features should be configurable to support future complexity requirements		
		During password change, if the new password doesn't comply with the complexity policy, the error message should describe EVERY complexity rule that the new password does not comply with		
		The solution should implement a secure self-service password recovery mechanism in the event the user forgot their password		
		Any password reset/recovery mechanism option must not reveal whether or not an account is valid, preventing username harvesting		
		The login page and all subsequent authenticated pages must be exclusively accessed over TLS. All active sessions must be encrypted		
		The solution should support expiring of newly created accounts if not used for a configurable period of time. This should be parameterized to allow flexibility in adjusting this value as required		
		The solution must support a password change notification and a configurable number of grace logins. The password must be changed after a configurable duration. This should be parameterized for flexibility		
		The solution must support password lock out after a configurable number of unsuccessful login		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
		attempts. This should be parameterized to allow flexibility in adjusting this value as required		
		The solution should respond with a generic error message regardless of whether the user ID or password was incorrect. It should also give no indication to the status of an existing account. The generic message should not reveal which of the authentication parameters is invalid		
		The solution must expire a user account after the session has been idle for a configurable period of time. This should be parameterized to allow flexibility in adjusting this value as required		
		The solution should support re-authentication for sensitive features e.g. before updating sensitive account information such as the user's password, user's email, or before performing sensitive transactions. The function(s) requiring re-authentication should be configurable/determined		
		The solution must not allow the re-use of a past password until a set period of time and a set number of password changes have been made. This should be parameterized to allow flexibility in adjusting this value as required		
	Security plan	<p>a) Bidders are required to submit a comprehensive security plan taking into account physical security, network security, user, application and database-level security for the system platform</p> <ul style="list-style-type: none"> • User Authentication • Logging & Auditing • Session Management • Session Expiration: etc 		
8.	Confidentiality	The system must ensure that data are accessible only to those authorized to have access. Access to the server resources must be protected and authorized by the system to prescribed		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
		<p>Actors/Roles as documented.</p> <p>All user account management functions must require re-authentication even if the user has a valid session id. Session should expire in 5 minutes after request is idle. This time shall be configurable.</p> <p>Time of changes to data must be recorded to the nearest second-Accountability. The system must maintain complete, secure records of actions that affect security. Such action includes introducing new user to the system, assigning or changing the security level of a subject or an object and denying access attempts.</p>		
9.	System integration	<p>Seamlessly Integration with all existing digitized systems for all relevant organizations and allow for future integration too.</p> <p>The solution/interface needs to be integrated with the back-end government Systems like IPRS, Lands, NEMIS, GHRIS among others for effective transfer/retrieval of information to and from the backend applications</p> <p>Should support both Synchronous and Asynchronous communication (information exchange) with the backend business applications</p> <p>The integration should enable Administrators to easily surface documents in the system, allowing them to:</p> <ul style="list-style-type: none"> Link to one or more individual documents selected from the system Create lists of documents based on specific selection criteria: e.g. library, folder or metadata Insert links to individual documents inside rich text areas Easily give access to documents in other systems by selecting libraries, for folders or individual files. 		
10.	Workflow	<p>The bidder is to automate all the processes defined for the generation of appropriate reports, data analysis etc. as per the requests</p> <p>Develop workflow for each of the processes and allow for proper management of the same. The workflow should be accessible anywhere in the world.</p> <p>The system should support authorized users to forward data for approval in a predefined and</p>		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
		<p>flexible route. Users in the workflow should be able to access the work items in their inbox and process them accordingly. These inboxes shall have the facility to categorize overdue work, pending work, all my work, Work Assigned to Me, by filtering using the user login ID</p> <p>The System should provide a form generating tool which can be used to design a data entry form to feed into the database so that stakeholders who don't have a digitized system can open, fill and update the database.</p> <p>Creation of different action codes (attributions) for different tasks with different automatic alerts e.g. e-mail, Short Message Service etc. or notification for pending work to officers</p> <p>Allow for drill down of data and give a Clear overview in one window of all attributions to a person or to a department or item search for persons/departments and their records, closed, open and overdue payments from the aggregated data from all the integrated systems.</p> <p>The Workflow solution shall support dynamic rights allocation on objects after receiving the work item. The rights should be enabled / disabled automatically as the work is routed in the defined path.</p> <p>The system should support time and event based reminders and automatic escalations to relevant user after specified time intervals pending work items, completed items, items pending with specific users etc.</p> <p>The system should provide a facility for assigning tasks and deadlines for users in a work flow.</p> <p>The system should provide for the change of deadlines based on requests</p>		
11.	Documentations	<p>Provide technical documentation detailing how the system has been setup and how the various features will be utilized</p> <p>Create backup and disaster recovery plan</p> <p>Create documents and guides for day-to-day use of the system by end users</p> <p>On-going support, user management and system administration</p>		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
		<p>On-going maintenance of the entire platform and related applications</p> <p>Core Integration architecture</p> <p>A comprehensive work plan showing the scheduling of project tasks and resource allocation.</p>		
12.	Notification	<p>The system should have a capability sending notifications to the relevant user/stakeholder.</p> <p>The system must be configured to send system functionality and availability alerts to the administrator and should self healing feature in case of an error, and enable Error logging</p>		
13.	Business continuity:	<p>Scheduled backup and real-time replication</p> <p>Have multi-user capability: with many users logging in at the same time -concurrent users</p> <p>The system be accessible over LAN and WAN using client server.</p> <p>Run on Relational Database Management System such as MS SQL, Oracle, Sybase, or DB2.</p> <p>Provide Detailed Operational and Maintenance Manuals and On-line Reference Manual.</p> <p>Training Operators on daily operations of the system.</p> <p>Training IT staff on management and user support of the software.</p>		
		<p>a) Built in Backup Function and File Recovery Utilities. Provide back-up/recovery and restart procedures and programs as well as an active audit trail for continuity of operations</p> <p>b) The application will have a centralized database to be accessed by all authorized users.</p> <p>c) The application will be expected to have the ability to archive data designated as dormant to different data files.</p> <p>d) The system must have process workflows, triggers and escalation for report generation of analysed data</p>		
		<p>The System must have the capability of performing incremental backups without system downtime.</p>		
		<p>Transaction Rollback After Crash, System Integrity</p>		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
		Check for file and data corruption.		
		Ability to scale in database size to store data for 5 years.		
14.	Reports	Have an adhoc report writer/report generating tool that will enable the Ministry to design and tailor reports to meet specific reporting requirements. Generate standard and customized reports with the provision for a drill-down capability.		
		The system should allow the reports to be exported to PDF, DOCX, CSV, Excel or any other file format required by the user.		
		Ability to email reports directly.		
		The system must provide comprehensive reporting facilities including: parameter-driven standard reports available from menus An ad hoc query reports The ability to integrate with a data warehouse.		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
		The system must provide the facility to allow authorized users to download information in various formats such as pdf,		
		The system must provide an online help facility to the users		
		The stakeholders will request online for reports and analysis documents. The requested reports will be allocated to internal users to undertake the generation and submit to the relevant office to release. Ability to process batched report requests without operators intervention		
		Ability to retain archived history transactions online for a specified period of time without affecting system processing capacity		
		Ability to develop custom menus and reports and assign to users to minimize and prohibit direct access to database records		
		The system should provide various dashboards on pension-related information for different users. The system should allow the users to be able to customize their dashboards depending on the data they need to see.		
		The system must provide a facility for output/reports to be directed either to a printer, screen or file and have the following fields: •Title/description; Page numbering; End of report message; and Default spooling where output size exceeds user-defined limits. Item No, General Report features etc		
		<ul style="list-style-type: none"> •Ability to handle versatile reporting queries from staff. •Automatically refresh when the underlying data is changed. •Ability to configure the layout of standard reports. •Ability to transform existing data in a report into a chart or graph. 		

Item No.	Item	Architect technical requirements	Bidder's response	Reference page in the document
		<ul style="list-style-type: none"> • Ability to predefine the generation of automatic reports for example weekly, bi-weekly, monthly, quarterly, annually. 		
		The bidder shall demonstrate that the platform has tools that provide easy to use wizards that will enable users to create customized reports. Users who perform this function will have to be trained on the use of the tools.		

5.9.2.14 MANDATORY FUNCTIONAL REQUIREMENTS FOR NONE CONTRIBUTORY GOVERNMENT PENSION

Item NO.	Features	Detailed requirements	Bidder response	Reference page in the document
1.	Multiple Scheme Types Management	The system must be able to handle Defined Benefit (DB) scheme, Defined Contribution (DC) Scheme administration, Post-Retirement Medical Fund, additional non-monetary benefits where provided by Statutory Law and other Fund Types as necessary		
		The system must be able to calculate and generate statements of accrued benefits under the Defined Benefit (DB) scheme for employees who transition from the DB to the Defined Contribution (DC) Scheme administration whether mandatorily or optionally in accordance with the law, Further the system must be able to factor the resultant accrued benefits to the DC.		
		System set up capability should include but not limited to: , commencement dates, vesting periods, contact details, bank details, PIN, retirement ages, entry ages, interest rates, reasons for exit, pension parameters, contributions categorization into exempt, nonexempt, tier I and II, contribution rates, Trustees & Service providers and stakeholders contact details & provision for riders		
		The system should be scalable to outside jurisdictions and supports branch navigation.		
		The system should have flexibility to different tax		

Item NO.	Features	Detailed requirements	Bidder response	Reference page in the document
		<p>regimes</p> <p>The system must be fully compliant with the Public Service Superannuation Scheme Act, 2012. The system must have flexibility of to allow editing of regulations as necessary</p> <p>The system must be fully compliant with the Pension Act Chapter 189. The system must have flexibility of to allow editing of regulations as necessary</p> <p>The system should allow for scheme rules duplication onto subsequent schemes as necessary</p> <p>The System should provide for service providers fees set-up.</p> <p>The system may provide for multicurrency and Multilanguage</p>		
2.	Membership Management	The system must provide for management of member records. Data inputs must include but not limited to: name, date of birth, date of joining scheme, date of employment, date of leaving, contact details, identity number, PIN, pension number, staff number, gender, marital status, next of kin, profession, membership status i.e. active, deferred, died, retired, leave of absence, secondment, fully paid members		
3.	Management of beneficiary records	<p>The system must track changes on membership status</p> <p>The system must have ability to create shell members pending approvals</p> <p>The system must be able to track dormant accounts periodically as specified and support alerts as specified</p> <p>The System must support batch member uploads</p> <p>The System must support batch templates which include beneficiary template and member bio-data template</p> <p>The System must support batch templates which should be readily available in the system for download</p> <p>The system must allow prefixing of schemes so that member number is automatically generated with the scheme prefix</p> <p>The system must have ability to restore accidentally/erroneously deleted members</p> <p>The system must have ability to transfer members from one scheme to another within the system</p> <p>The system must have ability to merge members existing more than once in the system</p> <p>The solution must support member search function</p>		

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
4.	Core Pension Administration	<ul style="list-style-type: none"> • System should include Pension Administration streamlined functions including data storage, individual and group benefit calculations, service purchases, buy-backs and • It should allow for preparation of pension benefit statements. • Its robust functionality that should manage a diverse range of plans and options with configurable, plan-specific effective-dated business rules to expedite everything from eligibility to calculation of retiree and alternate payee forms of payment. • Pension Administration should track earnings, contributions, service, and payments for all legible participants—employees, retirees, and their beneficiaries 		
5.	A Single Source of Truth	<ul style="list-style-type: none"> • A key challenge to administering today's government retirement plans is the ability to capture and manage pensioners' data across multiple locations and multiple years. • Pension system will maintain all pension data in a single integrated database with built-in error checking and validity rules to ensure data consistency. With this consolidated data, you can easily: <ul style="list-style-type: none"> ✓ Manage an unlimited number of pension plans ✓ Store effective-dated employment histories to track jobs, employment status, salaried or hourly status, and 		

		<p>all other data crucial to accurate calculations</p> <ul style="list-style-type: none"> ✓ Track all the payees—retirees and beneficiaries/alternate payees • Receive electronically and Access beneficiary information and automatically calculate beneficiary payments • Automatically collect data for plan actuarial valuations with the built in extraction engine • Capture earnings, hours, and pension contribution data from external payroll systems and consolidate into monthly or yearly periods for efficient processing 		
6.	Enrolment and Beneficiary	<ul style="list-style-type: none"> • Pension system should empower employers, members and retirees to add, update and maintain member, beneficiary, and pensioner information online. • New and changed data can be applied automatically or queued through defined approval processes using built-in, configurable workflow. • Validation rules to enforce data accuracy to prevent duplicates and ensure data quality must be configured. • All member, plan and beneficiary information must be effectively-dated to enable audits and historical reporting. 		
7.	Manage Multiple Roles and Jobs	<ul style="list-style-type: none"> • Pension system should embrace the extensible and flexible person data model which allows individuals to be associated with multiple roles and relationships; for example, when a retiree is also a beneficiary. Contact information entered once is reusable within any given context. 		

		<ul style="list-style-type: none"> • It also efficiently tracks participants who hold multiple concurrent jobs, change jobs, have breaks in service, and move in and out of different plans. • The eligibility process should consider all jobs when determining a participant's eligibility and creates a merged timeline of their eligible and ineligible periods. 		
8.	Management of Complex Plan Rules	<ul style="list-style-type: none"> • Because every pension plan is unique, Pension system should be designed with inherent flexibility, enabling adaption to changing regulatory requirements and incorporate new plans, plan options and calculation rules and formulas. • Authorized users establish rules for every aspect of the plans, including eligibility, participation, covered compensation, vesting, employee accounts, cash balance accounts, final average earnings, Social Security, early retirement factors, optional forms of payment, and more. • Use effective-dating to keep a running history of plan provisions through all amendments, plan mergers, and regulatory changes • Create logic statements through online, user-facing pages to support your benefit formulas and other unique plan rules • Set up rules for special situations such as uniformed officers benefits, early retirement window benefits, minimum benefit formulas and regulatory mandates 		
9.	Manage Contributory	<ul style="list-style-type: none"> • Contributory plans are an increasingly common public sector plan offering. 		

	Plans	<ul style="list-style-type: none"> • The Pension system should enable tracking and maintain contributions used for pension benefits and incorporate contributory accounts into benefit formulas. 		
10.	Management of tasks	<ul style="list-style-type: none"> • Streamline Pension Administrative Tasks to improve the efficiency of pension processing. • Pension Administration should help in preparing calculations, monitor flow of data, prepare payroll data, and adjust payments in response to events in retirees' lives. • Pension Administration should enable staff to: <ul style="list-style-type: none"> ✓ Run on-demand calculations for individuals and groups of participants, or schedule large runs for later processing ✓ View calculation results online and print detailed worksheets to explain pension benefits to pensioners in real-time and online when they query the system ✓ Store pension information for terminated vested employees ✓ Track communications, activities, election forms, verifications, explanatory comments and all other work data associated with retirement processing ✓ Review, confirm and produce a trustee extract online with complete payment and deduction information • Suspend and reinstate pension benefits 		
11.	Comprehensive Pension Calculations	<ul style="list-style-type: none"> • Pension system will allow for calculation of benefits for all types of pension plans and plan options, including qualified and non-qualified, 		

		<p>contributory and non-contributory, final average pay and cash balance plans.</p> <ul style="list-style-type: none"> • Calculation results can be viewed online and output to summary or detailed worksheets to help plan administrators and participants better understand their pension benefits. • Produce on-demand calculations with real-time pensioner data • Calculate optional forms of payment with automatic benefits for spouses and contingent benefits for spouse or non-spouse beneficiaries • Apply Internal Revenue limits on pensionable earnings, and limits on combined benefits • • Use effective-dating to track plan rules as well as schedule future plan changes • Override Social Security earnings without affecting other calculations that also use earnings information • Adjust and calculate pension benefits according to policy and governance rules 		
12.	Customer Relationship Management (CRM)	<ul style="list-style-type: none"> • Customer Relationship Management (CRM) and Integrated Contact Center Provides interactive call center, event management, case management, help desk, and multi-channel self-service to promote effective and efficient customer service and improve member and employer satisfaction. 		
13.	Electronic Records and Document Management System	<p>From an imaging functionality point of view, the system must be able to import images, and indexing/metadata create from other imaging systems and capture applications, and then offer a standard document management interface.</p> <p>It should also offer a development</p>		

		<p>environment capable of creating a dedicated Line of Business imaging applications (custom application) integrating all of the document and records management functionality and technologies (including storage management, index/metadata management, image processing/conversion, redaction, OCR and COLD etc.</p> <p>The initial priority for pension is to use the EDRMS software to manage common forms of electronic records and all forms of physical (hardcopy) records. For electronic records, this includes documents generated from the hardcopies of documents, electronic records, electronic forms and Microsoft Office Suite and e-mail.</p>		
14.	Business Intelligence (BI)	<ul style="list-style-type: none"> • Use of Business Intelligence (BI) Applications (Big data and Artificial Intelligence) to Enable better decision making across the entire Government via pre-built reports, end-user reporting tools, ad hoc queries, pre-built dashboards, pre-built performance metrics and analytics, and much more to give 360 degree view and produce factual information for decision making. 		
15.	Universal Content Management (UCM)	<ul style="list-style-type: none"> • Universal Content Management (UCM) A portfolio of content management products, including core document management, document imaging and automation, federated records and retention management, management of structured and unstructured content, and information rights management. • Universal Content Management to empower users to view, collaborate on or retire content, ensuring that all accessible distributed or published information is secure, accurate and up- 		

		to-date		
16.	Pension Portal	<ul style="list-style-type: none"> • Develop a single sign on Portal for different users. • Enables the aggregation and present disparate content from multiple heterogeneous systems through a single Web-based user interface. • Additional functional capabilities to help people work together and improve business process execution should be provided through unique Web features, such as in-context collaborative workspaces. • These enable communities to work more efficiently and effectively on their business processes. • Portal features should be architected to allow decentralized administration to ensure portal content stays current and relevant. 		
17.	Governance Risk and Compliance (GRC)	<ul style="list-style-type: none"> • Governance Risk and Compliance (GRC) to be configure to Provide end-to-end support for all GRC processes, including pre-built best practice templates and compliance frameworks, integrated documentation, process automation, controls monitoring, auditor-ready reports and dashboards, enterprise-wide segregation of duties and more. 		
18.	Identity Management	<ul style="list-style-type: none"> • Identity Management to Provide robust, end-to-end security and user account management for all your systems and users 		
19.	Interface	<ul style="list-style-type: none"> • Synchronize the PMIS with all Ministries Departments, Authorities and CBK. • The MDAs will submit requests online 		

		<p>and attach relevant documents from source.</p> <ul style="list-style-type: none"> • After verification and approval, a unique file number will be generated. • The retirees should give information including their telephone number and alternative person to be contacted. • The pensioner can edit and add this information online through the GUI. • 		
20.	Realttime communication to client	<ul style="list-style-type: none"> • A USSD module which allows the department to inform the retiree on their file number, when the case is paid and in case of any delays the reasons for delay-track their case • A USSD module which allows the department to inform the retiree on their file number, when the case is paid and in case of any delays the reasons for delay. 		
21.	Life certificate using photo/selfie	<ul style="list-style-type: none"> • The system should be integrated with tools like Big Data and artificial intelligence and photo to allow the pensioner validate that they are alive. • The pensioner will be submitting a life certificate annually, by taking a selfie which is integrated with the AI and big data that validates whether the pensioner is still alive. 		
22.	Death	<ul style="list-style-type: none"> • In case of death, the PMIS should be able to process all the awards simultaneously i.e. the Death Gratuity, the BPN and 5PN file respectively. • Where a retiree dies and once the death is recorded at the State Department at Registration of person and deaths, there should be link to prompt an alert at the Customer Care Section in PMIS that a client has died. 		

23.	Online	Allow staff work anywhere, anytime all the time. Allow the staff laptops to be configured using MAC Address to dedicate the machines that can be used to access the system		
24.	Integration	The system must be interfaced with other relevant systems including but not limited to GHRIS, IPPD, ITAX, IFMIS, IPRS, CBK T24 IB System, and all MDAs,TSC, Parliament, Judiciary, KENAO and Department of Defense whose pension is administered by Pensions Department.. This is to facilitate online submission of claims to be done from source. the system will allow online attachment of supporting documents from source.		

5.9.3. Module based Detailed Technical specification (to be SCORED)

All the requirements here below will be scored as per the allocated marks in the evaluation criteria

5.9.3.1 Claims Module

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.	Cutting across capabilities	<ul style="list-style-type: none"> • Retirees, dependents data will be submitted in real time through the online portal. • All the retirees, dependents and MDAs appointed staff will be registered online and therefore there is need to have a secure channel to ensure confidentiality, integrity, and availability. full proof security administration shall be implemented • A digital signature tool that generates digital signatures for ALL users will be implemented in the system. • Integration with GHRIS and any other payroll system through API will be implemented to allow for auto population and validation of existing data. • An alert generating tool will be implemented to send alerts (through email, SMS) to the staff once there is a record to be processed reaches their inbox and also to pensioner and dependants 		
Claims Process				
2.	Initiation	<ul style="list-style-type: none"> • HRM generates a notification to the retiree with instructions of how to use the PMIS portal to submit the required data/documents. • Once the retiree gets communication from HRM, He/she goes to the portal, registers and submits/attaches the relevant documents. • Once HRM receives response from the retiree, they fill the relevant form and attach the rest of the certified copies of 		

		<p>relevant documents against each field (edrms). Certification to be done by stamping and signing each page of each document.</p> <ul style="list-style-type: none"> • HRM submits to MDA's Accounting officer for approval and onward transmission to pension department and a feedback alert is sent to retiree 		
3.	Receiving	<ul style="list-style-type: none"> • The submitted documents are received by the Team Leader online at Pensions Department-Claims, • S/he acknowledges receipt and feedback alert is sent back to the respective DA, TSC, Military and Parliament. • The System auto allocates the workload amongst assigned claims officers (randomly distributed to the Claims officers and an alert is triggered to the Claims officers either by email, sms, etc). • Upon receipt of a claim at the Pensions Dept, there will be an alert to the potential retiree that his claim has been received at the Pensions Department via USSD, email, sms. The pensioner can track claim using the ID No.or pension number once issued. 		
4.	Verification	Claims officer at Pensions Department verifies the authenticity of the documents and the data against the attached documents		
5.	Decision	The verified record is passed to the relevant officer for validation; else the queried record is sent back to MDAs with remarks. Alerts are generated.		
6.	Resubmission	The authorized officer at the MDA re- sends the claim back after correction to Pensions Department (the claims Team Leader) A feedback advisory alert is sent to the pensioner via USSD, email, sms and follows the defined workflow		
7.	Validation	The validator validates the data against the attached documents and forwards for approval		
8.	Claim Approval	The approver approves the records for Assessment, and alerts the assessor, else he queries and the record is sent back to the		

		claims validator and subsequently to the next as per workflow.		
9.	Duplication	<ul style="list-style-type: none"> •The system should have a pop up box to prompt the user of any duplications at the entry point and flag it out. •The system will be integrated with the IPRS/CRD/NRB to validate the ID and death certificate in real-time. •The System to detect duplication of ID/Death Certificate number and should validate the same before the case proceeds. 		
10.	Amendment workflow	<p>The system should provide a work-flow for</p> <ul style="list-style-type: none"> • revision of disability claims. •Adjust the payment for revised disability. •The system should tie the retirees' personal number with the ministry's vote so as to differentiate the source of the claim. 		
11.		<ul style="list-style-type: none"> •System should allow change of ministry codes/ votes so that system can capture either claims or revised cases. •The system should allow retrieval of the record whose claim is to be revised, •System should not allow duplicate records. 		
12.	Data Migration	<ul style="list-style-type: none"> •Migration of all the cases that are in the legacy IT systems and also manual. •All pension files whose claims data is in the current system and the ones on manual files must be cleansed, validated and migrated to the New system. •System should manage different retiree's in different departments/organization in different ways depending on the laid down rules uniquely. •The system should allow for attachment of relevant supporting documents to support a claim. Standardization of 		

		workflows that move a record from initiation to payment		
13.	Externally generated claims Workflow	<p>The vendor shall configure the Claims management levels through which an externally generated pension claims is processed. The levels include;</p> <ul style="list-style-type: none"> ✓ Level 1 – Incoming Data Validation ✓ Level 2 – Incoming Approval ✓ Level 3 – Verification of Data ✓ Level 4 – Validation and Approval <ol style="list-style-type: none"> 1. At the approval, the claims are counter-checked against the record in the system. 2. At verification, the officer counter-checks the claim against the attached documents. 3. At verification Approval, the claims are counter-checked again, and the system auto allocates workload 		
14.	Internally generated claims Workflow	<p>Internally generated claims include: killed on duty, injury pension, disability, revised disability, revised cases, name updating</p> <p>Claims that are internally generated and should have system workflow are;</p> <ol style="list-style-type: none"> 1. Killed on duty - When an officer is killed while on duty and in the actual discharge of his/her duties an alert must be generated in claims office through the e-portal. 2. Injury Pension – Claim for military officer/civilian who are injured while on duty. 3. Disability – Claim for military officers who are injured while in office. 4. Revised Disability - This claim is applicable to military officers and is reviewed by the board for processing. 5. Revised Cases – This type of claim arises 		

		<p>due to salary reviews awarded and court orders.</p> <p>6. Name Updating - This applies when names are captured into the system erroneously.</p>		
15.	Migration	Migration of data from the manual and legacy system		
16.	Content management	<ul style="list-style-type: none"> ✓ System to detect duplicated ID or death certificate numbers ✓ Change of ministry codes/ votes so that system can capture either claims, e.g. Ministry of Environment and Natural Resources revised cases. ✓ Ensure the Revised claim can only be entered once, and system detect duplications. ✓ Allow for payment for revised disability ✓ System to be configured to allow for different retiree's in different departments with similar numbers. 		

5.9.3.2 Assessment

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.	General	<p>Assessment Section is the area where the main pension technical work takes place. It's the stage at which greatest scrutiny is carried out on a pension claim and determination of eligibility of pension and the pension awards based on the provision in various pension laws, regulations and human resource circulars and manuals in regards to the pension scheme administered by Pensions Department.</p> <p>•Assessment deals with awarding a claim so long as it qualifies. It is key to note that assessment division follows 2 distinct business</p>		

		<p>processes. These are specific to the type of claim raised i.e.</p> <ul style="list-style-type: none"> ✓ Internally Generated Claims & ✓ Externally Generated Claims. 		
2.	Receiving and workload distribution	Team leader in Assessment receives the claims online and distributes (auto assign) the workload equally and randomly to assessors with timestamping and dashboard monitoring		
3.	Validation and	<p>The assessor verifies, validates the type of award and certify its correctness including the pension awards, applicable income tax and recoveries of Government liability against the attached documents (edrms),</p> <p>Once certified the assessor generates pension number with the relevant prefix ,</p>		
4.	Award computation	<ul style="list-style-type: none"> • Assessor computes the award as per the auto configured formulas, • System also does the computation of benefits and pension gratuity and monthly pension awards reports for filing • Assessor appends a digital signature, stamp and claim sent to Directorate for approval and an <i>alert is sent to the approver. A feedback alert is sent to Pensioner via USSD, email, sms etc.</i> 		
Types of Awards				
5.		<ul style="list-style-type: none"> • Payment of maintenance awards for cases where pension & gratuity is shared between retiree & next of kin • Refund of WCPS to the pensioner after the retirement benefits have been paid don't get processes through PMIS • WCPS recovery for revised claims • Revised Dependents Pension • Normal taxation, revised taxation & tax percentage recovery computations Migration of Files • European widows and orphans/Asian widows and orphans pension Inability to create correct file series for injury pensions • Special cases e.g. retirement and death within a year, less than 3 years' service, service over 480 months and retirement age • Benefits under new state officers act • Medical expenses reimbursement • Disability Pension transfer to widows • Final death gratuity apportionment 		

		<ul style="list-style-type: none"> • Change of Disability Percentage after Re-Board Introduction of WDG, change of guardian & migration 		
6.	Payment of maintenance awards	<ul style="list-style-type: none"> • System should be configured to process Files/records that have Court orders to pay a given percentage to a spouse/dependent of the pensioner. • In such cases the pension gratuity and monthly pension should be apportioned between the retiree and the spouse/dependent. • The System should be programmed to allow for the percentages to be captured at claim data validation level in order to automatically apportion the benefits as per the court order. 		
7.	Refund Of Widows & Children's Pension Scheme (WCPS) contributions	<ul style="list-style-type: none"> • Refund of WCPS contributions to the pensioner after the retirement benefits have been paid should be processed in the system. • The system should make provision for processing refund of WCPS contributions after gratuity has been paid. • Under normal circumstances retirees eligible for refund of WCPS contributions are supposed to claim the refund along with their lump sum so that they are processed together. In such a case the system is able to pay both. The system should allow retiree to raise the claim online 		
8.	WCPS recovery for the temporary service in revised claims.	<ul style="list-style-type: none"> • Recovery of WCPS contributions for the temporary service in revised claims should be effected through the PMIS. • The system should facilitate automatic recovery of net WCPS recovery (The difference between the recovery made earlier and the new recovery based on revised rates). • The system should have a provision to automatically give the net WCPS recovery in revised pension cases. 		
9.	Revised	<ul style="list-style-type: none"> • The system should have a workflow to 		

	Dependants Pension	<p>process revised claims for deceased officers once processed and paid, require revision of the five years dependents' pension and Widows and Children's Pension.</p> <ul style="list-style-type: none"> • Have a workflow for processing revised dependants and widows and children's cases based on the revised rate of pension 		
10.	Revised Taxation	<ul style="list-style-type: none"> • In revised claims, the system should be able to calculate net tax in lieu of the tax recovered in the previous claim. • The system should be programmed to automatically give net Income Tax for revised claims. 		
11.	Parliamentary Refund	<p>The system should be configured in such a way that when the correct data is entered, it automatically gives the correct calculations. All this data should be captured from origin and relevant workflow defined to process this type of claim.</p>		
12.	Tax Exemption in Normal Claims	<p>a) There are retirees with tax exemption certificates issued by KRA therefore the System should be configured to facilitate automatic tax exemptions for an eligible pensioner.</p> <p>b) There are some files where benefits should attract tax recovery system must be configured to automatically recover tax for this cases.</p>		
13.	Migration of Files	<p>PMIS should be programmed to facilitate migration of all types of files into the system along with the assessment date without having to take the file through the workflow as a new pension claim/file. E.g APN/PC, APN/MP, APN/MG, APN/GC, DPN/P files for paying military disability pension and BPN/PC files for paying widows pension and WDG files for paying military widow pension.</p>		
14.	European Widows and Orphans	<p>The system should be configured to allow the processing of all types of claims and awards for schemes administered by the Pensions</p>		

	Pension/Asian Widows and Orphans Pension	Department including : Widows and Children's Pension (WPCS) and five years dependants pension for files with the following the pre-fixes only; APN/PC, APN/GC, APN/DG, APN/MP ,files with pre-fixes of APN/PA, APN/PB (BPN/PA, 5PN/PA, BPN/PB and 5PN/PB).		
15.	Assessor to see all information captured by data capture.	All users with relevant rights across the system should be able to view all the information they require to process the data and mistakes should be detected at every level in case of any Assessors should be facilitated to have a view of all the data captured for verification before certifying the file for onward transmission to Controller of Budget.		
16.	Payment of deceased widow's pension portion	Where a widow dies before being paid her benefits. The next of kin is entitled for payment of that amount. The system should be configured to facilitate payment of such a benefit to the next of kin.		
17.	Deficiency	There are rare cases where a pensioner retires then dies shortly after retirement with a span of less than one year. These cases are computed slightly differently as the period between date of retirement and the date of death is considered in the pension computation. The system should be configured to facilitate processing of such claims.		
18.	Direct payment of death gratuity to next of kin	When paying death gratuity directly to the next of kin of a deceased pensioner, the Tax Pin number of the next of kin is required for purposes of payment of tax. The field for Tax Pin should be a mandatory field for all payees. The same should apply for Widows and Guardians (Include requirement for the Tax Pin Numbers in declaration/Guardianship forms)to enable Accounts Section to remit income tax to KRA on behalf of the payee. The system should provide a window for		

		capturing the Next of Kin's Tax Pin Number.		
MILITARY PENSION ISSUES IN THE CURRENT PENSION SYSTEM				
19.	Disability pension transfer to widow	Once the Defense Forces Pension Assessment Board (DFPAB) approves that the cause of death of the officer/service member was related to the approved disability, the PMIS should facilitate transfer of such disability allowance to the widow as part of the dependants pension Disability Pension transfer to widows		
20.	Final death gratuity apportionment	When an unmarried officer/service member dies in service and the (DFPAB) approves dependents pension then a final death gratuity award is payable to the next of kin (Parents). This payment is apportioned between the mother and father of the deceased and therefore PMIS should be able to automatically apportion the final death gratuity as per the formula.		
21.	Taxation when paying two (2) or more next of kin.	PMIS should automatically recover the total tax percentage recoverable from each person's share when paying death gratuity directly to two (2) or more next of kin according to approved percentage by the Board of Inquiry (BOI) the The tax recovery is as per the percentages of benefits granted by the Board of Inquiry.		
22.	Change of disability percentage after re-board.	The system should be programmed to facilitate processing of all types of awards provided for in the Defense Forces Pensions and Gratuities Regulations. Change of Disability Percentage after Re-Board Introduction of WDG, change of guardian & migration <ul style="list-style-type: none"> • Where a disabled serviceman/officer is re-boarded and the percentage of disability enhanced, the system should allow editing of the record by authorized staff to capture the new changes of payment. The changes have to be tracked and history/versions 		

		<p>recorded</p> <ul style="list-style-type: none"> • When a constabulary is injured while in service and he has no pension file, i.e. he was only paid a service gratuity (APN/MG file) it should be possible to process the disability award approved by the Defence Forces Pensions Assessment Board (DFPAB). System should allow for direct disability pension process as per approval. • Where a constabulary is injured while in service and he earns a monthly pension (under APN/MP file), it should be possible to process the disability award approved by the DFPAB. The system should allow the capture the salary earned at the time of injury to enable disability pension payment. 		
23.	Introduction of a left out family in the wdg award.	When a military dependant's pension file (WDG) is processed and one family paid the benefits through the payroll, the PMIS should allow introduction of another family at a later date that had been left out when processing dependants pension to the family of an officer who died in service.		
24.	Change of guardian.	The system should facilitate migration of WDG files and processing of change of guardian for all the cases that will be migrated to the PMIS from the legacy systems.		
		Payment of maintenance awards should be done for cases where pension & gratuity is shared between retiree & next of kin		
25.	wcps processing	Refund of WCPS to the pensioner after the retirement benefits have been paid don't get processed through PMIS		
		WCPS recovery for revised claims		
		Revised Dependents Pension		
		Normal taxation, revised taxation & tax percentage recovery computations Migration of Files		
		European widows and orphans/Asian widows and orphans pension Inability to create		

		correct file series for injury pensions		
		Special cases e.g. retirement and death within a year, less than 3 years' service, service over 480 months and retirement age		
		Benefits under new state officers act		
		Medical expenses reimbursement		

5.9.3.3 APPROVAL OF AWARD

	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.	Team leader at the Directorate distributes the workload equally (auto-assigns) to directorate officers with timestamping and updates dashboard for monitoring		
2.	The Directorate officers validate the award against the attached documents, approves, appends a digital signature, electronically stamps and sends to Payroll for processing of the payment. An alert is sent to the Accounts. Alert is sent to Pensioner via USSD, email, sms		

5.9.3.4 PAYROLL

Item NO.	Feature	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.	Initiation	The alert is received by the payroll officer and who verifies and validates and forwards for processing.		
		<ul style="list-style-type: none"> Records are received Calculation of gross pay done Subtracting taxes and other deductions Verifying payroll and generate the schedules/payroll Forwarded for approval 		
		Forward to COB Director receives and approves and forwards to		

Item NO.	Feature	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
		<p>COB.</p> <p>The pensioners whose commuted pension gratuities have been processed and finalized upon being scheduled in Cash Office should be introduced in the monthly payroll trial run automatically.</p>		
2.	Sorting	<p>The payroll staff</p> <ul style="list-style-type: none"> • Effect non-recurrent payments which are usually in arrears to eligible pensioner which is usually a one off payment. • Effect recoveries of government liabilities from the monthly pension and stoppage of monthly pension with the requisite authority owing to detected fraud, overpayments, court orders or upon receipt of returns from the bank due to invalid, closed or dormant accounts of pensioners. • Resumption of payment of monthly pension that had been stopped is also done by users of the payroll module with the requisite authority and justification. 		
3.	Change of pay points	<ul style="list-style-type: none"> • Pensioners who request for their pay points to be changed must request online through the system. They will complete the change of pay point form and supports it with a bank/ATM card and copy of their national ID card. • The changes go through a workflow in the Assessment module for approval by the assessor and the approver at directorate level upon which the change of pay point takes effect in the payroll and other tables. • The Payroll section verifies the correctness of the new pay point details. If correct, the processing continues but if not correct the pensioner gets alerted through sms and system to correct the errors 		

Item NO.	Feature	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
4.	Salary	<ul style="list-style-type: none"> • Up-dation of salary details for cases that are being reinstated or introduced in the payroll manually, Issuance of individual pensioners' monthly pension remittances and annual tax returns reports. • Running and balancing of the payroll and generation of the payroll payment voucher. 		

5.9.3.5 CONTROLLER OF BUDGET (COB)

Item	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.	The CoB verifies, validates, approves, digitally sign and electronically stamp the schedules against the attached corresponding documents and sends back to Secretary/ Director of Pension an alert is generated		
2.	(The Secretary/ Director of Pension receives and sends the approval to accounts to pay. An alert is sent to cash office Accounts)		

5.9.3.6 ACCOUNTS/CASHOFFICE MODULE

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.		<ul style="list-style-type: none"> •Accounts section comprises of various sections: New cases, Old cases, Bank reconciliation and Revenue. 		
2.	Process Summary	<ul style="list-style-type: none"> •The proposed system must automate the accounts processes and have well defined workflows to manage the following: <ul style="list-style-type: none"> •Once a file is approved at assessment level, a workflow alert is generated at the voucher printing level in the Accounts Voucher Module. •A user responds to the alert and verifies details in the voucher and once approved a voucher is generated with the requisite pension gratuity amount, monthly pension arrears, income and withholding tax and any recoveries due and thereafter saves it. • Once the voucher is saved the user prints the voucher and letter to the pensioner copied to their former MDA or Public Trustee copied to next of kin advising on the details of the pension dues paid. •The copies of the letters and vouchers are signed and filed and forwarded to the next level of voucher authorization. Its at this stage were the payment voucher number is also generated and also the vote book expenditure information is captured, •At voucher authority level the user, verifies the correctness of the pension award and amounts payable including tax and recoveries due besides verifying the payee's details and the bank account to which the payment is being remitted to. •Authorizing officer would then approve the file in the system and sign the voucher and the letters and thereafter forward the file to voucher approval level where similar 		

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
		<p>verification done by the authorizing officer is done for checks and controls.</p> <ul style="list-style-type: none"> • Upon approval of the payment voucher in the system and on the physical file, the alert and the file are forwarded to cash office for scheduling the payment. At this point, once the user approves the file to be scheduled in the system after verifying the details of the pension award and the payee the payment is automatically placed in a payment schedule with running numbers and EFT numbers. • The details that appear in the schedule include the pensioners name, pension number, schedule number, EFT number, date of scheduling and amount paid. It's at this point that the Accounts workflow for a new pension case terminates. Thereafter the schedules are uploaded to the CBK T24 system for transmission to the respective payees via RTGS and TFRS for statutory deductions and recoveries for government liability owned by the pensioner. 		

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
3.	Receiving records of	Team leader in Accounts receives the claims payment schedule and distributes the workload equally to accountants with time-stamping and dashboard monitoring.		
4.	Voucher preparation	The accountant generates payment voucher and pensioner letter, verifies, examines for correctness, appends digital signature as per directorate approval and passes the alert to the voucher approval		
		Accountants processing the payroll voucher should be given rights to enable them access payroll reports on New Entrants, Ceased Cases for both pensioners and Dependants/Guardians, pension Increments and none recurrent payments (arrears) for reconciliation purposes.		
5.	Validation and approval	<ul style="list-style-type: none"> • The voucher approver verifies, validates, approve and electronically stamp the payment voucher and pensioner letter is auto generated. • The accountant appends a digital signature on both the payment voucher and the pensioner letter. • The alert is sent to cash office. A feedback alert is sent to Pensioner via USSD, email, sms and API. 		
		Cashier receives the electronic file, verifies, validates and generate payment schedules.		
		<ul style="list-style-type: none"> • The voucher approver verifies, validate, approve and electronically stamp the payment voucher and pensioner letter is auto generated. • The accountant appends a digital signature on both the payment voucher and the pensioner letter. <p>The payee details to be Counter checked against the payment voucher are:</p> <ul style="list-style-type: none"> • Account Number 		

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
		<ul style="list-style-type: none"> • Payee names • ID Number • Deletion sheet to confirm whether the officer was deleted from the ministry payroll • Financial Year voucher number and vote book certificate <ol style="list-style-type: none"> 1. Batching the files for scheduling i.e. files for SACCOs, banks, public trustee etc. 2. Generating EFT numbers in the PMIS system 3. Paying the files in the PMIS hence scheduling <ul style="list-style-type: none"> • The alert is sent to cash office. A feedback alert is sent to Pensioner via USSD, email, SMS and API. • Critical fields should be mandatory to fill e.g. PIN No. Bank Account No. Name, PAYE, ID No. 		
6.	Uploading the schedules	<ul style="list-style-type: none"> • The cashier uploads the approved schedules to the Internet Banking system through API and request for exchequer from IFMIS via a secure API. The Lump sum payment is then transmitted to IB (CBK) via an API for further transmission to the pensioner's account while an alert is sent to payroll for Monthly pension payment. • Alert is sent to Pensioner via USSD, email, sms and API. The pensioner letter is availed/ downloadable to the pensioner through the portal. 		
7.	Approved payment schedule	Team leader in Accounts receives the claims payment schedule and distributes the workload equally to accountants with time-stamping and dashboard monitoring.		
8. CASH OFFICE				

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
9.	Payment	Cashier receives the electronic file, verifies, validates and generates payment schedules.		
10.	Bank transfer	<ul style="list-style-type: none"> •The cashier uploads the approved schedules to the Internet Banking system through API and request for exchequer from IFMIS via a secure API. The Lump sum payment is then transmitted to IB (CBK) via an API for further transmission to the pensioner's account while an alert is sent to payroll for Monthly pension payment. •Alert is sent to Pensioner via USSD, email, sms and API. The pensioner letter is availed/ downloadable to the pensioner through the portal. 		
11.	Old Cases section	This section deals with monthly refunded pension and uncollected gratuity. The process is the same as for new cases other than Internal Audit has to verify the payment voucher after it has been authorized in Authority Section.		
12.	Bank Reconciliation section	This deals with reconciling all the payments done by the department, with reports from Central Bank as regards to the payment that have gone through as well as the payment that have been received back.		
13.	Revenue section	Revenue section deals with receiving and banking contributions and pension returns which includes: Uncollected gratuity, Payroll returns, 3% contributions, Deduction to CAP and 2% WCPS.		
14.	The budgeting	The budget for the department must be done in the system and Financial statements must be produced within PMIS. Exchequer receipts should also be captured in the PMIS		
15.	Dispatching payments	<ul style="list-style-type: none"> •Generating EFT numbers in the PMIS system •Paying the files in the PMIS hence scheduling •Examination of the schedules to confirm the 		

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
		<p>details as per the files</p> <ul style="list-style-type: none"> • Uploading the schedules from the PMIS to IB system • Requisition of the exchequer • Paying the files through the IB system • Encryption of payments for SACCOs in the E-Pay system for National Bank • Paying the monthly Pensioners payrolls on monthly basis • Payments due to Public trustees after sorting, schedule analysis are prepared and signed then delivered to various public trustees • Payment vouchers posted in the cash book. 		

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
16.	Money transfer	Uploading of data from PMIS to the CBK T24 Internet-Banking System. The two systems should be interfaced to allow encryption of payment data directly without manual intervention through a third party.		
17.	Tax management	The system should be integrated with the KRA ITax system to facilitate filing of statutory income and withholding tax deductions as while as uploading of budgets.		
		The system should be programmed to automatically effect tax exemptions on gratuities for eligible persons living with disability who have KRA tax exemption certificates. The system should be configured to automatically exempt pensioners who had attained age 65 at the time of their retirement.		
18.	Financial Reports	The system should be programmed to generate all reports for accounting purposes in line with Public Finance Management Act 2012.		
19.	Feedback Alerts	The system should be programmed to generate SMS/email alerts once transmission of payment to individual banks has been done and also allow for auto generated notification letters that can be downloaded from our web portal.		
20.	Arrears calculation	The system should allow auto-calculation of arrears and also trigger an alert to show that the first and any subsequent payments were done. The system should also be programmed to facilitate migration of payment vouchers for all cases that had been paid in the legacy system and those that were paid manually prior to computerization.		
21.	Journal entries/adjustments	The system should allow journal entries/adjustments by Accountants for accounting purposes.		

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
22.	Payment update	The system should be programmed to automatically update payment voucher/financial year, voucher numbers and exchequer notification tables.		
23.	Online banking	<p>The system should allow for online banking to our Treasury Revenue account for the 31% pension contributions and allow issuance of electronic receipts to the payees.</p> <p>There is need to programme the PMIS to accept receipt numbers with alphabetic characters as per the standard GoK official receipts.</p>		
24.	Cashbook	The System should be programmed to facilitate maintenance of an automated cash book that is automatically updated.		
25.	contributory scheme	The system should be programmed to accommodate the requirement of the new contributory scheme.		
26.	Ledger	<p>The system should be re-programed so as to be updating the ledger after a case is placed in a schedule in Cash Office and gone through to the IB system.</p> <p>Automatic update of the ledger should be the norm and the PMIS should also allow any adjustments required in the ledger on debits and credits.</p>		
27.	Budget management	There is need to programme the system in such a way that it will allocate budgets for each scheme and automatically stop payment of cases once their budget is exhausted unless the system prompts the Head of Accounts to seek re-allocation of budget from one scheme/chart of account to another.		

5.9.3.7 Dependants management

The MDAs should sensitize staff to update dependants' and 1st and 2nd Next of Kin details and indicate guardians in GHRIS regularly. Also Pensions Department to carry out sensitization regularly (media or otherwise).

NO.	Feature	Requirements	Bidder's Response	Reference Pages in brochure /document
1.	General	<p>When a death is reported at CRD by an informant, the officer manning the Civil Servants/Teachers/ Military/ Parliamentarians Desk should be allowed to enter the data of the deceased pensioner in PMIS system (ID no., Burial Permit No) and attach the ID and Burial permit adjacent to these fields</p>		
		<p>The system validates the ID with PMIS to authenticate ownership and correctness of the names. If matching the system invokes Stop-Resume, and move the record to temporary storage</p>		
		<ul style="list-style-type: none"> • The dependant can now self-register on the PMIS portal. • The ID of the dependant is validated in the PMIS against the ID of the primary pensioner, ID of the dependant (attach), birth certificate for children without IDs, • If validated the details are completed and the login credentials generated. • The dependant logs-in and fills the relevant form and attaches the required documents online e.g. Letter from the chief for Guardian, Death Certificate etc. <i>(The chief's introductory letter should introduce the dependant/ guardian in case widow or widower is not present and children have not attained the age of 18years.)</i> <p><i>The completed transaction is submitted to pension.</i></p>		

NO.	Feature	Requirements	Bidder's Response	Reference Pages in brochure /document
		<ul style="list-style-type: none"> •The submitted documents are received by the Team Leader at Pensions Department- Claims, •S/he acknowledges receipt and feedback alert is sent back to the dependant that his claim has been received at the Pensions Department via USSD, email or sms. The dependant can track claim using the ID No. or dependant pension number once issued. •The System auto allocates the workload amongst assigned claims officers (randomly distributed to the Claims officers and an alert is triggered to the Claims officers either by email, sms, etc). 		
		<i>For special cases, i.e. litigation, authority to be sought from accounting officer and only one authorised staff opens the system.</i>		
		Claims officer at Pensions Department verifies the authenticity of the documents and the data against the attached documents		
		The verified record is passed to the relevant officer for validation; else the queried record is sent back to dependant with remarks. Alerts are generated.		
		The dependant re- sends the claim back after correction to Pensions Department (the claims Team Leader) A feedback advisory alert is sent to the dependant via USSD, email, sms and follows the defined workflow		
		The validator validates the data against the attached documents and forwards for approval		
		The approver approves the records for Assessment, and alerts the assessor, else he queries and the record is sent back to the claims		
ASSESSMENT				
2.		Team leader in Assessment receives and distributes the workload equally and randomly to assessors with timestamping and dashboard		

NO.	Feature	Requirements	Bidder's Response	Reference Pages in brochure /document
		monitoring		
3.		The assessor validates the type of award against the attached documents, the dependant pension number is generated, computation is done, appends a digital signature, stamp and sends to Directorate for approval and <i>an alert is sent to the directorate. Alert is sent to Pensioner via USSD, email, sms and API.</i>		
DIRECTORATE				
4.		Team leader at the Directorate distributes the workload equally to directorate officers with time-stamping and dashboard monitoring		
5.		The Directorate officers validate the award against the attached documents (ERDMS), approves, appends a digital signature, electronically stamps and sends the alert to Payroll		
CONTROLLER OF BUDGET				
6.		The CoB accesses the system to validate the assessed award and make remark where necessary and appends a digital signature, electronically stamps and sends the alert to Payroll		
PAYROLL				
7.		An Alert is received in Payroll from Directorate and Payroll is processed. An Alert is sent to Pensioner via USSD, email, sms and API.		
8.		<ul style="list-style-type: none"> • In cases where a pensionable officer dies in service or after retirement and he is survived by eligible dependants (widow and/or children), the department processes the five years dependants pension and the widows and childrens pension and killed on duty dependants pension where applicable. • The pension awards for these cases is a monthly pension award paid through the dependants payroll. 		

NO.	Feature	Requirements	Bidder's Response	Reference Pages in brochure /document
		<ul style="list-style-type: none"> • In cases of polygamous families, the payment is apportioned based on the number of the families eligible for the dependants pension. • Dependants pension claims originate from data capture and processing is done through the assessment workflow from Data capture to Assessor, Cob Level I, CoB level II and directorate approval. • Once a case is approved at Directorate an alert is generated at dependants payroll level for introduction of the case in the monthly payroll trial run. • The dependants are not automatically loaded in the dependants payroll and users of the dependants payroll module should automatically load the dependants cases into the trial run along with their requisite arrears 		
9.	Trial run	<ul style="list-style-type: none"> • Verification and approval of the dependants pension cases for introduction in the trial run • Auditing by the internal auditor of the cases introduced in the payroll trial run • Running of the payroll and generation of the payroll and its' by-products followed by balancing 		
10.	Payroll preparation	<ul style="list-style-type: none"> • Loading the five years dependants pension, widows' and childrens' pension and killed on duty dependants' pension into the payroll trial run. • Printing, stamping and signing letters advising dependants of the monthly pension arrears payments made to them including the monthly pension award and cease dates of their pension. • Stoppage and resumption of payment of monthly pension • Verification and confirmation of payees' bank account details. 		

NO.	Feature	Requirements	Bidder's Response	Reference Pages in brochure /document
		<ul style="list-style-type: none"> •Running and balancing the payroll and processing the payroll payment voucher and 		
11.	Detailed Functionalities for both main & dependant	The system should be programmed to pay other widow(s) / guardian(s) who are enrolled later, from the enrollment date but not date of death.		
12.		The system should be programmed to facilitate both the five years dependants pension and widows and children's pension to automatically load in the payroll after Directorate approval.		
13.		The system should be programmed to pick the date of the second discharge as the pension commencement date for purposes of computing monthly pension arrears.		
14.		The system be programmed to automatically apportion the correct percentages as ordered by the court.		
15.		The system should be programmed to pick the effective date and award pension increase automatically.		
16.		The system should automatically and seamlessly introduce new pensioners into the payroll & retain eligible pensioners in the payroll unless an authorized stoppage is effected.		
17.		The system should be programmed to automatically load disability allowance cases in the payroll once the award is approved at Directorate level.		
18.		The system should have a provision for collecting back up for existing cases, new entrants and deleted cases for a particular month before running the payroll for reconciliation and audit purposes.		
19.		The system be programmed "raise a red flag on detecting" any abnormal payments & recoveries in the payroll based on a set threshold.		

NO.	Feature	Requirements	Bidder's Response	Reference Pages in brochure /document
20.		The PMIS should be programmed to have a mandatory requirement for an officer deleting a pensioner from the payroll to indicate the reasons for the transaction to be completed. The reasons for stoppage of pension should appear under remarks columns of the CRM.		
21.		The system should be interfaced with IPRS/Civil Registration of Births & Deaths system to trigger alerts of reported death cases in the PMIS for stoppage of pension. This interface would also assist the department verify authenticity of birth and death certificates used to support pension claims.		
22.		<p>The system should be programmed to send alerts to Pensioners/Dependants/Guardians informing them of the following in regards to their pension;</p> <ul style="list-style-type: none"> • Cessation of 5PN, • Cessation of BPN upon beneficiary's child attaining 24 years • Confirming Bank Change • Payments of Lump sums, Gratuity, • Introduction/reinstatement in the payroll pension • Stoppage of monthly pension • Introduction and cessation of recoveries on monthly pension alerts once transmission to individual banks has been made and also allow to print letters from our web site 		
23.		The system should be programmed to distinguish PWDs and grant tax exemptions on monthly pension & gratuities for those who have been issued with tax exemption certificates by KRA.		
24.		There is need to carry out data cleansing in the PMIS to link all dependants pension cases to the principal pensioners files to ensure that pension		

NO.	Feature	Requirements	Bidder's Response	Reference Pages in brochure /document
		increase is apportioned accordingly to avoid overpayments.		
25.		The hanging alerts for cases that have been paid or for cases that may not qualify for pension for certain reasons should be cleared from the system. The system should be programmed so that alerts have a life span beyond which they should clear automatically		
26.	Reports	The system should be programmed to produce all the requisite payroll reports. The system should produce the requisite Payroll management Reports (PMRs)		

5.9.3.8 Internal Audit

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.		<p>The Internal audit is an independent, objective assurance and consultative activity designed to add value and improve an organization's operations.</p> <p>The internal audit unit studies the audit universe and classifies the risks as High Medium and low depending on the risks identified by management. High risk activities are regularly audited to mitigate them.</p>		
2.	Workflow	<ul style="list-style-type: none"> •Get alerts from dependent payroll section •Verification of the dependants payment i.e. 5PN, BPN & KND •Counterchecking in the system under dependent salary details •Interrogation of the payments in the trial run •Noted errors are sent back to either 		

		<p>assessment/dependent payroll section for corrections.</p> <ul style="list-style-type: none"> • Approval of payroll voucher in the system for <ul style="list-style-type: none"> ○ Main payroll, ○ Dependent payroll, ○ Agency Payroll and ○ Crown Agent payment • Signing of the payroll voucher. 		
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5.9.3.9 Registry/Records management-EDRMS

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.	Registry	The cardinal responsibility of the registry is to <i>receive</i> information, <i>process</i> it, <i>store</i> and provide for easy <i>retrieval</i> when and where required. The process is mapped out in the below steps.		
2.	Mail Management	<ul style="list-style-type: none"> • Receive information – internal and external mail • Process the mail (i.e. filing & recording of mail) • Classification - identifying records and arranging them in business activities or records categories e.g. Administration, HRM • Storage - ensuring the safe custody of records • Retrieval, • Dissemination and • Retention and disposal of files as per Cap 19 of the Parliamentary Act. 		
3.	Records management	System provide access to all action officer and related metadata simultaneously.		
		Can be a read only or an encryption of the information for the security of records is done.		
		System can enable use of email or mobile for clients to receive an alert which is faster and convenient.		

		New system should provide entry and exit point of all correspondences in the department		
		Records appraisal module to appraise the valuable records.		
		A module for records retention schedule has a provision of life span of the various records and when to dispose them.		
		The module will be used to capture metadata standards facilitating subsequent use of folios and references thus having in place evidence of a record transaction		
		The document management will automatically classify the documents and create the links.		
		The form can be created and transmitted in an email in seconds. E.g. take photographs digitally.		
		Entering data into a data base using readable bar coding systems or scanners.		
		Approval of document is provided for in an electronic module and can be done simultaneously.		
		Electronic records are “searchable” thus retrievable and accessible in real time.		
		Electronic records allow efficient and effective interaction or retrieval of information with minimal risk of damage, loss or unauthorized access.		

5.9.3.10 Customer Care & Huduma Centre

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.		The customer care division deals with customer enquiries and complaints. These enquiries and complaints are received through <i>personal visits, letters, email</i> and <i>social media</i> . The above enquires interact with the PMIS		

		through <i>Head Office</i> or within the devolved <i>Huduma Centers</i> .		
2.		<p>a) Establishment of web based short code SMS query service to allow pensioners and dependants remote access to the PMIS to establish status of their pension claims.</p> <p>b) The PMIS should be programmed to send out alerts to pensioners via sms when; a claim is received and enrolled in the system; the file is opened; the lump sum transmitted; pensioner is introduced/reinstated in the payroll; pension is stopped; recovery in the payroll is introduced/stopped; pension ceases in the case</p> <p>of dependants and widows and children's pension.</p> <p>c) Digitize file records to avoid reliance on physical files that are prone to misplacement or time consuming to retrieve.</p> <p>d) Setting up an electronic complaints management system / Establishment of a well-equipped modern call Centre</p> <p>e) Establishment of an electronic Queue Management System (QMS)</p> <p>f) Action officers ought to effectively utilize the remarks box when querying a pension file to provide sensible information in the CRM to customer staff when handling an enquiry.</p>		
3.		Enhance information access privileges to customer care staff on read only mode. The customer relationship module		
		Enhance the capacity of customer care staff in terms of numbers and knowledge on pension matters and processes for payment		
		Proper regular maintenance of the PMIS to facilitate faster processing/retrieval of information		

		and improved turn-around time in responding to customer enquiries.		
	HUDUMA CENTERS	a) Users to be connected to the PMIS and be facilitated and allowed appropriate user rights to access the requisite information to effectively address enquiries and complaints received from clients.		
		b) The PMIS should be rolled out to the Huduma Centers via VPN in order for staff at the centres to access the PMIS on read only mode.		
4.		c) Re-engineer the PMIS to make it more robust		
		d) Some pension services death enrollment, pay point change, Printing of Pensioner/ Dependants /Guardian payment letter and P9 should be rendered at the Huduma Centers once they are connected to the live PMIS. e) Piloting on the same at GPO Mombasa, GPO Kisumu and GPO Nairobi,GPO Kitale ,GPO Mandera.		

5.9.3.11 ICT

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.	ICT User Support/Help desk	Upon receipt of the request from the user (member of staff) from the various division and units through the e-ticketing system ICT officer shall inspect the reported ICT problem and diagnose. Where the ICT staff is in a position to rectify the problem, he/she shall resolve the problem and close the ticket on the e-ticketing system. The user shall then close the ticket and automatically notified of the action taken through an email from the e ticketing system, (there should be a form to facilitate tracking of		

		<p>unresolved issues).</p> <p>Where the officer cannot solve the problem, the ticket shall remain open. The officer shall then escalate to the HICT with recommendations. The HICT shall review the recommendations and advice on the appropriate action including sourcing for expertise from the prequalified service providers</p> <p>The user shall close the ticket once the recommendation is implemented and the problem solved.</p> <p>Service support function that provides the PMIS's technical support on the below areas; Networks, Servers, Applications, Database and Users Services.</p>		
2.	Preventive Maintenance	<p>The ICT Staff shall prepare the annual maintenance schedule during the first week of the first quarter for consideration and forward to the HICT for approval.</p> <p>The ICT shall inform all concerned members of staff of the scheduled preventive maintenance online</p> <p>Upon undertaking the scheduled maintenance, they shall prepare a report and forward to the HICT Section for information, recommendations and actions as applicable.</p> <p>The HICT shall forward the report to the SCM to facilitate the payment of the service provider.</p>		
3.	Corrective maintenance	On diagnosis, the ICT staff shall fix the problem		
4.	Backup	<ul style="list-style-type: none"> ✓ Establishment of offsite backup ✓ Prepare a disaster recovery plan ✓ Automated/Scheduled backup with flexibility; full, incremental, differential ✓ Backup restoration & roll back to database and system be enabled on the system 		
5.		✓ Manage and update portal and website		
6.	System Administration - Authentication	<ul style="list-style-type: none"> • Creation of user accounts. • Passwords validation to ensure password strength should have a minimum of 8 characters. 		

		<ul style="list-style-type: none"> • System to force users to change password upon first login to their user accounts in the system. • Password to be set to expire after 2 months/60 days. System should force users to change after 2 months/60 days. • Should allow password reuse. Probably only for critical users and super users passwords should not be reused. • Disable login upon 3 attempts of wrong credentials and notify system administrator. • Enabling of locked accounts to be done by the System Administrator /super user only and once enabled should have system generated password sent to users email. • Time out system when idle after 5 minutes when users are logged in but do not have any activity. • Have module administrators and process owner for each and every module in the system. • System user accounts validation to ensure each user has 1 account in the system 		
7.	Authorization	<ul style="list-style-type: none"> • Creation of user groups; each module to have user groups, with each user group having their roles clearly defined. • Assigning of user rights to be based on the user groups and roles. • Each module to have users with higher authority (Division/unit super user). • Rights and roles to be clearly defined in the system. • No use of 'admin' as username. 		
8.	Audit trail	<ul style="list-style-type: none"> • Summarizes all user activity in the system. • Keeps records of all transactions even history. • It should be flexible to enable filtering per : 		
9.	Reports	<ul style="list-style-type: none"> • Should have viewing, modification, customization 		

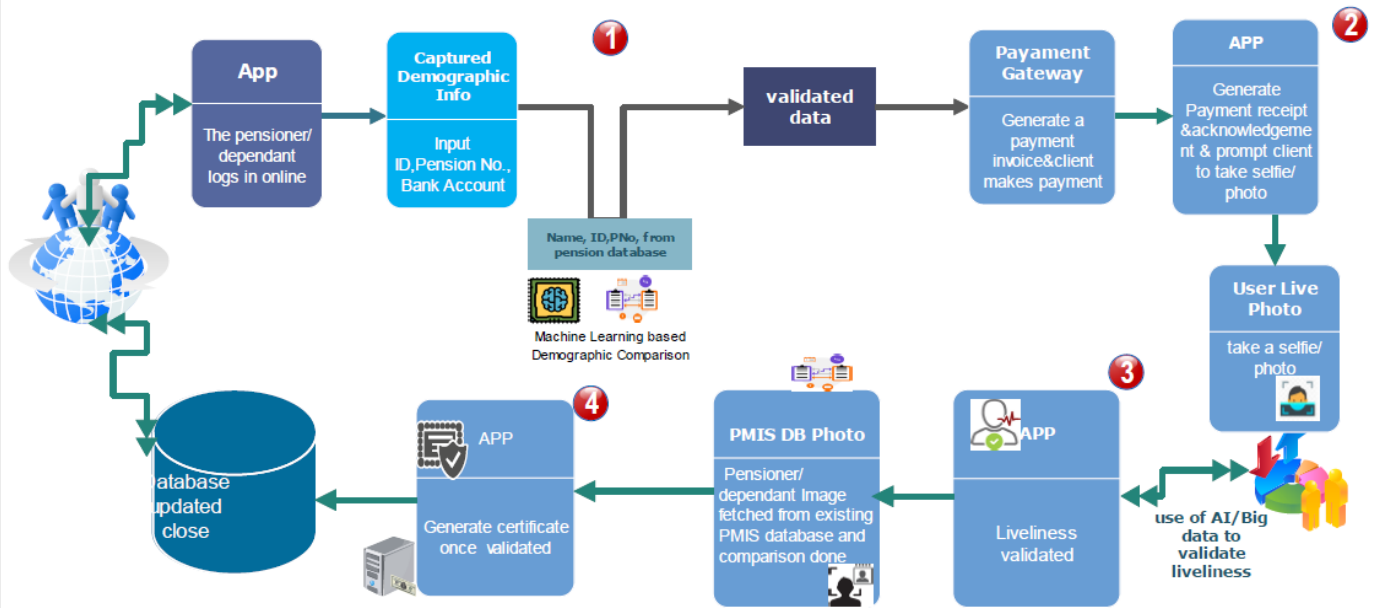
		<ul style="list-style-type: none"> • Enable system administrator to customize reports that best fit the user and as per arising needs based on all data in the system. • All modules to have customizing of reports based on parameters of all data in the system. • All to have system format and also flexibility to be in different formats; pdf, excel • Querying utility 		
10.	2) Documentation	<ul style="list-style-type: none"> • Inbuilt help within the system for each module the user is accessing and tooltips. • Entire system to have elaborate documentation including all modules, database structure, • Documentation of system software used and compatibility, licenses • System Updates and versions should be documented. • General maintenance of the system should be documented. • Dormant users - system should automatically disable your account after 3 months of inactivity for staff. • Portal activity should point to the mirrored server, which shall then write to the main server. • System updates to be done centrally on the main server. • SLA to be specific on code, licenses, general maintenance, period. 		

5.9.3.12 Online annual life certificate Validation Module

Item No	Features	Detailed requirements	Bidder's Response	Reference Pages in brochure /document
1.	Mode	<ul style="list-style-type: none"> • Pensioners will provide their Life Certificate from any time anywhere through a smart phone without visiting any specific location and without dependence on bio metrics. • The pensioners can also visit the nearest huduma number Centre to get the services and therefore the vendor will be required to configure the system to be available at this centres. 		
2.	Key Principles	<ul style="list-style-type: none"> • Anytime, Anywhere • High Accuracy • Biometric Independent • Real-time Authentication 		
3.	Integration	<ul style="list-style-type: none"> • Integrated/Linked to PMIS main system for data validation • Linked to payment gateway to allow for online payments through mpesa, credit card etc 		
4.	Authentication	Three factor Authentication Based on Demographic Check + Photo + Liveness+Payment=Certificate		
5.	Technology	<ul style="list-style-type: none"> • The vendor will be required to utilize the emerging technologies to ensure that all the features are actualized (e.g utilizing Artificial intelligence, Big data block chain, machine learning and deep learning) • The vendor must develop the mobile app that is downloadable to allow the pensioners and dependents submit their details for the life certificate 		

6.	Process	<ul style="list-style-type: none"> • Log in to app • Key in the ID NO, Pension number Once the record is verified, the pensioner will be required to Make payments • After payment is done they will be required to Take their picture/selfie and save the record • Matching will be done The system will check the liveness and also compare with the existing picture and other details in the database to authenticate the pensioner. • If approved, the Life certificate will be generated in the system and can be accessed by the pensioner 		
7.	Licenses	<ul style="list-style-type: none"> • The vendor needs to describe in detail the cost implication of the solution and its management 		
8.	Notifications	After a successful authentication an acknowledgement SMS is sent to user mobile number including their life Certificate ID.		
9.	Certificate storage	<ul style="list-style-type: none"> • The certificates are stored in the Life Certificate Repository for making it available anytime and anywhere for the pensioner and the Pension department until the next cycle. • Access your Certificate: The pensioner/dependent can download a PDF copy of the certificate from the pension portal by providing the life certificate ID. 		

LIVE CERTIFICATE WORKFLOW



3 factor authentication, the payment and the generation of the certificate is treated as the submission of the live certificate

SECTION VII: EVALUATION CRITERIA (REQUIREMENTS)

7.1 Qualification and Award

The Qualification for award shall be based on combined score where both technical and financial scores shall be taken into consideration. The evaluation shall be carried out in five stages as provided below. **Due diligence may be carried out and tenderers found to have given false information at any stage of evaluation will be disqualified and the tender rejected.**

NB:

The Lead / Prime bidder must be a local firm, in case of a consortium / joint venture

7.2 Criteria for the Technical Evaluation

Tenders received will be evaluated as detailed below:

1. **Stage 1:** Section I: Compliance with Mandatory Preliminary Requirements

Section II: Mandatory Technical requirement

2. **Stage 2:** The Technical Evaluation

3. **Stage 3: The Financial Evaluation**

The formulae for determining the Financial Score (Sf) is as follows: -

(Sf = 100 X F^M/F where Sf is the financial score; Fm is the lowest priced financial proposal and F is the price of the proposal under consideration or another proportional linear formula)

The weights given to the Technical and Financial Proposals are:

$$T = 0.80$$

$$P = 0.20$$

The bidder with the highest combined Technical and Financial score will be considered for award.

7.2.1 STAGE 1: Preliminary Mandatory Requirements (MR) and Mandatory Technical requirement

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

The Lead / Prime bidder must be a local firm, in case of a consortium / joint venture

No.	Requirements	Bidder's Response	Evidence referenced pages
MR 1	Certified copy of certificate of Incorporation or Certificate of Registration or equivalent for the International Firms. (For each party/member of consortium in case of a joint venture)		
MR 2	Copy of valid Tax Compliance Certificate or equivalent for the International Firms (For each party/member of consortium in case of a joint venture)		
MR 3	Certified copy of County Government Single Business Permit (Prime / Lead bidder to provide) for local firms		
MR 4	Certified copy of certificate of Confirmation of Directors and Shareholding (CR 12) or equivalent for the International Firms (Issued within the last 12 Months to Tender Opening Date) (For each party/member of consortium in case of a joint venture)		
MR 5	If it is a consortium, a Joint venture agreement clearly indicating who is the lead partner and responsibility matrix must be attached for joint bid		
MR 6	Power of attorney/ Authorization Letter, Giving the name of person who has been authorized to submit/execute this agreement as a binding document and this person should sign all the documents related to this tender.		
MR 7	Provide a document and self-declaration stating that the bidder is not debarred from undertaking any services of this nature		
MR 8	Must submit a duly filled , signed and stamped Confidential Business Questionnaire in format provided by authorized signatory/person (For each party/member of consortium in case of a joint venture)		
MR 9	<p>Document submission</p> <p>(d) Properly bound document/ well-presented document tape bound. All pages of the tender document should be serialized or serially numbered.</p> <p>(e) Original and copy of the proposal documents shall be placed in separate sealed envelopes clearly marked "Original" and "Copy" and addressed as stated in the invitation to tender. The documents should also be accompanied by a soft copy of all the Tender documents.</p>		

No.	Requirements	Bidder's Response	Evidence referenced pages
	(f) Technical and Financial proposals should be put in a separate envelope clearly marked "Technical and Financial Proposals"		
MR10	Submit the required number of copies i.e. one (1) original and five (5) copies and two (2) soft copies for technical (preferably flash disk or hard disk)		
MR11	Original Bid Security of Kenya Shillings One Million Five Hundred Thousand Only (Kshs. 1,500,000.00) from a reputable financial institution in Kenya valid for 30 days beyond the Tender Validity period. (To be attached in the Technical Proposals) (Lead/Prime bidder to provide in case of a joint venture)		
MR12	Must have an Original Manufacturer's Authorization Form (MAF) as per given format. And if the bidder is the OEM then should provide evidence of ownership (e.g. copyright document etc.) Note: The MAFs MUST be for this specific tender		
MR13	Duly filled, signed and Stamped Self Declaration form that the Tenderer will not engage in any Corrupt or Fraudulent Practice. (For each party/member of consortium in case of a joint venture)		
MR14	The bidder / consortium to attach the brochures with clearly referenced pages that describe the proposed solution with its features.		
MR15	Duly filled, signed and stamped Pre Bid Conference Attendance Form		
<p>AT THIS STAGE, TENDERERS SUBMISSION WILL EITHER BE RESPONSIVE OR NON-RESPONSIVE. THE NON- RESPONSIVE SUBMISSIONS WILL BE ELIMINATED FROM THE ENTIRE EVALUATION PROCESS AND WILL NOT BE CONSIDERED FURTHER. TENDERS WILL THEREFORE PROCEED TO THE TECHNICAL EVALUATION STAGE ONLY IF THEY ARE RESPONSE AT THIS STAGE.</p>			

NB: All copies to be certified by an Advocate and Commissioner of Oaths of the High Court of Kenya or a Notary Public for Foreign Firms

7.2.2 STAGE 2: THE TECHNICAL EVALUATION

Evaluation Criteria	Weighting Score	Total Score
Section I:		
Mandatory Technical requirement (YES/NO)		
The solution will be evaluated on meeting the identified mandatory system requirement as outlined in this document (Clauses 5.9.2.1 to 5.9.2.14)	YES/NO	YES/NO
Section II		
Scoring of the all the other Technical requirements in all the sections in this bid document that were not considered in the mandatory technical requirements The pass mark shall be 70% to qualify for opening of financial proposals.		
Evaluation Criteria	Weighting Score	Total Score
<u>Technical Evaluation Based on the System/Product Functional Requirements as described in clauses 5.9.3.1 to 5.9.3.17</u>		
1. TECHNICAL SPECIFICATIONS (45 marks)		
The solution will be evaluated on meeting the detailed terms of reference (requirements in all the sections of the bid) as outlined in this document. The bidder to attach the brochure with clearly referenced pages that describe the features.	45	45
2. TECHNICAL STAFF COMPETENCES (16 Marks)		
Attach the CVs accompanied by copies of Academic and specialization certificates for key personnel proposed for administration and execution of the contract. If for any reason a successful bidder need to replace any consultant, bidder must maintain consultant requirement criteria and such changes shall be evaluated and approved by the Accounting Officer, the National Treasury		
Project Manager		
<ul style="list-style-type: none"> i. Masters in Computer Science, Engineering, IT or related degree ii. (S)He should have a minimum of 10 years' experience in IT systems a minimum of 6 years' experience in Project Management - 1 Mark iii. Professional experience in developing and implementing and managing scalable systems with competencies in integrated systems and information security management and IT in general. Give a minimum of five projects – 2 Marks iv. ICT related certification , PRINCE2/PMI or other equivalent project management certifications an Certified EDMS – 2 Marks 	5	16

Evaluation Criteria	Weighting Score	Total Score
<p>Security expert</p> <ul style="list-style-type: none"> i. B.SC/ in Computer Science, Engineering or related degree – 1 mark ii. Have relevant certifications in the area of system security – 1 mark iii. 4+ years of experience in ICT security field and should have experience in ICT systems security and design, development, Implementation of security solutions. Give reference a minimum of four projects – 1 mark 	3	
<p>System designer and developer/System Engineer</p> <ul style="list-style-type: none"> i. B.SC/ in Computer Science, Engineering or related degree – 1 Mark ii. Have relevant certifications in systems development e.g. expert system engineering professional (ESEP), certified system engineering professional (CSEP) etc. and have relevant certification in the area of web-based systems and certification in various Programming software e.g. C, C++, ORACLE, MYSQL, the area – 2 Marks iii. 4+ years of experience in ICT system design, development and implementation with a bias on email systems implementation. Give a minimum of four projects – 1 Mark 	4	
<p>System Integrator</p> <ul style="list-style-type: none"> i. B. Sc in computer science/IT or relevant field and have relevant certifications in the area of ICT infrastructure (e.g. networks. Hardware etc.) – 1 Mark ii. (4+ Years) experience in integrating and deploying systems of diverse technologies. Experience in installing, maintaining and upgrading integrated systems, Give reference of 3 projects – 2 Marks iii. Have relevant certifications in systems Integration, Records Management and Certified Workflow designer – 1 Mark 	4	
<p>3. IMPLEMENTATION METHODOLOGY (24 POINTS)</p>		

Evaluation Criteria	Weighting Score	Total Score
<p>Provide a detailed implementation methodology indicating the following, as a minimum:</p> <ul style="list-style-type: none"> i. Tentative Project Plan and organization – 3 marks ii. Proposed Architectures – 3 marks iii. Integration strategy – 3 marks iv. Data migration plan – 3 marks v. Post GO-LIVE support strategy clearly indicating what is in scope and what shall be out of scope and how out of scope items shall be handled – 4 marks vi. Project Management Methodology – 3 marks vii. In case of a joint bid, produce joint venture agreement with a “Detailed Responsibility Matrix”, duly signed, demarcating the roles of the vendors implementing PMIS – 5 marks 	24	24
<p>Financial Capacity</p> <ul style="list-style-type: none"> i. Availability of Liquid assets and access to lines of credit/other financial resources that prove your capacity to deliver [attach evidence] (5 points) ii. Turnover KES 50,000,000 average over last three years (5 points) iii. Liquid Assets 5,000,000 (3 points) iv. Liquidity ratio of at least 1:1 (2 points) <p>Provide copies of audited accounts for the company for the last three accounting years (i.e. 2015- 2016, 2016-17, 2018-2019)</p>	5	5
<p>Implementation Experience</p> <p>The Vendor should have been in existence for the past 5 years with experience in Implementing ICT Integrated systems (automating and integrating at least 8 modules in a project) in the last 5 years. The vendor should</p> <ul style="list-style-type: none"> • Provide the list of at least five (5) reference sites meeting the above requirements within the last 5 years. Indicate the Organization, Address (physical & Telephone), key contact person, email, Implementation scope and costing. • <i>Provide evidence of award and implementation in form of LPO/extracts from the contract and completion/GO LIVE certificate and reference letters</i> <p>NB: Having Implemented pension management system utilizing Artificial intelligence, Big data block chain, machine learning and deep learning will be an added advantage–</p> <p><i>Incomplete contact details, lacking evidence of</i></p>	10	10

Evaluation Criteria	Weighting Score	Total Score
<i>contract information shall invalidate the reference site</i>		
Totals		100
Bids that score 70% and above in the Technical evaluation stage shall be considered for financial evaluation. Bids that score less than 70% shall be treated as non-responsive and will not be evaluated further.		

Stage 3: THE FINANCIAL EVALUATION

Only Bids that scored 70% and above in the technical evaluation stage will be considered for financial evaluation.

	Evaluation Attribute	Weighting Score	Total Score
MR16	<p><u>Section I: Financial Mandatory Criteria</u></p> <ol style="list-style-type: none"> Duly filled, signed and stamped Price schedule form (Lead/Prime bidder to provide in case of a joint venture) Duly filled, signed and stamped Form of Tender (Lead/Prime bidder to provide in case of a joint venture) The bid document “Original” and “Copies” must be sequentially paginated / serialized. Submitted the required number of copies i.e. one (1) original and Five (5) copies 	YES/NO	YES/NO

The formulae for determining the Financial Score (Sf) is as follows: -

(Sf = 100 X F_M/F where Sf is the financial score; Fm is the lowest priced financial proposal and F is the price of the proposal under consideration or another proportional linear formula)

The weights given to the Technical and Financial Proposals are:

$$T = 0.80$$

$$P = 0.20$$

The bidder with the highest combined Technical and Financial score will be considered for award.

Notes

- The pass mark for Technical score to be 70%
- Bidders should note that it might be necessary to conduct site visit and due diligence of the referenced client sites.

3. Bidders should note that the National Treasury shall conduct due diligence on the proposed key resources.
4. Bidders **MUST** provide copies of certificates and curriculum vitae for proposed staff, as per the requirements schedule. Without copies of certificates and curriculum vitae their proposed consultancies will not be considered in the evaluation process.
5. Bidders proposing consortiums, joint ventures or teaming agreements should note the reference sites and Consultants CVs provided should be in line with the proposed area of support per partner (as required in Note 5 above). Reference sites and CVs that are not aligned with the partners' proposed responsibilities will not be considered.
6. If for any reason a successful bidder need to replace any consultant, bidder must maintain consultant requirement criteria and such changes shall be evaluated and approved by the Accounting Officer.

SECTION VI STANDARD FORMS

Notes on the sample Forms

1. **Form of Tender** - The Form of Tender must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representatives of the tenderer.
2. **Price Schedule Form**- The price schedule form must similarly be completed and submitted with the tender.
3. **Contract Form** - The contract form shall not be completed by the tenderer at the time of submitting the tender. The contract form shall be completed after contract award and should incorporate the accepted contract price.
4. **Confidential Business Questionnaire Form** - This form must be completed by the tenderer and submitted with the tender documents.
5. **Tender Security Form** - When required by the tender documents the tenderer shall provide the tender security either in the form included herein or in another format acceptable to the procuring entity. The tender security form must be completed by the tender and submitted with the tender.
6. **Performance security Form**- The performance security form should not be completed by the tenderers at the time of tender preparation. Only the successful tenderer will be required to provide performance security in the form provided herein or in another form acceptable to the procuring entity.
7. **Authorization Form** - When required by the tender documents this form must be completed and submitted with the tender documents. This form will be completed by the principal where the tenderer is an agent.

7.1 FORM OF TENDER

Date _____

Tender No. _____

To: _____

[name and address of procuring entity]

Gentlemen and/or Ladies:

1. Having examined the tender documents including Addenda Nos. *[Insert numbers]*.the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply deliver, install and commission *(Insert equipment description)* in conformity with the said tender documents for the sum of *(total tender amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

2. We undertake, if our Tender is accepted, to deliver install and commission the equipment in accordance with the delivery schedule specified in the Schedule of Requirements.

3. If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent to _____ percent of the Contract Price for the due performance of the Contract , in the form prescribed by *(Procuring entity)*.

4. We agree to abide by this Tender for a period of *[number]* days from the date fixed for tender opening of the Instructions to tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

5. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us. Subject to signing of the Contract by the parties.

6. We understand that you are not bound to accept the lowest or any tender that you may receive.

Dated this _____ day of _____ 20 _____

[signature]

[in the capacity of]

Duly authorized to sign tender for an on behalf of _____

7.2 CONTRACT FORM

THIS AGREEMENT made the _____ day of _____ 20_____ between [name of Procurement entity] of _____ [country of Procurement entity] (hereinafter called “the Procuring entity”) of the one part and _____ [name of tenderer] of _____ [city and country of tenderer] (hereinafter called “the tenderer”) of the other part:

WHEREAS the Procuring entity invited tenders for the services and has accepted a tender by the tenderer for the supply of the services in the sum of _____ [contract price in words in figures] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSTH AS FOLLOWS: -

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz:
 - (a) the Tender Form and the Price Schedule submitted by the tenderer;
 - (b) the Schedule of Requirements
 - (c) the Details of cover
 - (d) the General Conditions of Contract
 - (e) the Special Conditions of Contract; and
 - (f) the Procuring Entity’s Notification of Award
3. In consideration of the payments to be made by the Procuring entity to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the Procuring entity to provide the GPA cover and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Procuring entity hereby covenants to pay the tenderer in consideration of the provision of the services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written

Signed, sealed, delivered by _____ the _____ (for the Procuring entity)

Signed, sealed, delivered by _____ the _____ (for the tenderer) in the presence of _____

7.3 CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

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

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

Part 1 – General:

Business Name
 Location of business premises.
 Plot No..... Street/Road
 Postal Address Tel No. Fax E mail
 Nature of Business
 Registration Certificate No.
 Maximum value of business which you can handle at any one time – Kshs.
 Name of your bankers Branch

Part 2 (a) – Sole Proprietor

Your name in full Age
 Nationality Country of origin
 Citizenship details

Part 2 (b) Partnership

Given details of partners as follows:

Name	Nationality	Citizenship Details	Shares
1.
2.
3.
4.

Part 2 (c) – Registered Company

Private or Public
 State the nominal and issued capital of company-
 Nominal Kshs.
 Issued Kshs.

Given details of all directors as follows

Name	Nationality	Citizenship Details	Shares
1.....
2.
3.
4.
5

Date Seal/Signature of Candidate

7.4 PRICE SCHEDULE FORM

S/N	Description	Unit	Qty	Unit Price	Total (Ksh.) 1 st year	Total (Ksh.) 2 nd year
1	Development, Supply, Configuration, Installation, Testing, Implementation and Commissioning of an Online Pension Management Information System For The National Treasury	Lot				
	Training of the system as indicated in the terms of reference					
2	Provision of Maintenance and Support during and after completion of Installation, Testing, Implementation And Commissioning for 24 months	Lot				
	GRAND TOTAL KES					

Bidders **MUST** include a detailed priced schedule for each item i.e. Resource Persons, and all the modules to be implemented

Payment Terms and Condition

- a) Prices to be in Kenyan shillings inclusive of all applicable taxes
- b) Support Payment will be made Quarterly upon successful performance and evidence provided as per scope work

Prices to be inclusive of all taxes

TENDERER.....

SIGNATURE.....

DATE.....

[Signature of bidder and date]

7.5 TENDER SECURITY FORM

Whereas [name of the tenderer] (hereinafter called "the tenderer") has submitted its tender dated [date of submission of tender] for the supply, installation and commissioning of [name and/or description of the equipment] (hereinafter called "the Tender") KNOW ALL PEOPLE by these presents that WE of having our registered office at (hereinafter called "the Bank"), are bound unto [name of Procuring entity} (hereinafter called "the Procuring entity") in the sum of for which payment well and truly to be made to the said Procuring entity, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20 _____.

THE CONDITIONS of this obligation are:-

- 1. If the tenderer withdraws its Tender during the period of tender validity specified by the tenderer on the Tender Form; or
- 2. If the tenderer, having been notified of the acceptance of its Tender by the Procuring entity during the period of tender validity:
 - (a) fails or refuses to execute the Contract Form, if required; or
 - (b) fails or refuses to furnish the performance security in accordance with the Instructions to tenderers;

We undertake to pay to the Procuring entity up to the above amount upon receipt of its first written demand, without the Procuring entity having to substantiate its demand, provided that in its demand the Procuring entity will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This tender guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

[signature of the bank]

7.6 TENDER SECURING DECLARATION

[The Bidder shall fill in this Form in accordance with the instructions indicated.]

Date: *[insert date (as day, month and year) of Bid Submission]*

Tender No.: *[insert number of bidding process]*

To: *[insert complete name of Purchaser]*

We, the undersigned, declare that:

1. We understand that, according to your conditions, bids must be supported by a Tender-Securing Declaration.
2. We accept that we will automatically be suspended from being eligible for tendering in any public procurement tenders with any public entity for the period of time determined by the Public Procurement Oversight Authority, if we are in breach of our obligation(s) under the tendering conditions, because we:
 - a) have withdrawn our tender during the period of tender validity specified in the Tender Data Sheet; or
 - b) having been notified of the acceptance of our Tender by the Procuring Entity during the period of tender validity fail or refuse to execute the contract; or fail or refuse to furnish the performance security, if so required.
3. We understand that this Tender Securing Declaration shall expire if we are not the successful Tenderer, upon our receipt of your notification or regret of the tender award letter; or thirty-eight days after the expiration of our Tender, whichever is earlier.
4. We understand that if we are a Joint Venture, the Tender Securing Declaration must be in the name of the Joint Venture that submits the bid, and if the Joint Venture has not been legally constituted at the time of tendering, the Tender Securing Declaration shall be in the names of all envisaged partners as named in the letter of intent.

Signed: *[insert signature of person whose name and capacity are shown]* In the capacity of *[insert legal capacity of person signing the Tender Securing Declaration]*

Name: *[insert complete name of person signing the Tender Securing Declaration]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

7.7 PERFORMANCE SECURITY FORM

To
[name of Procuring entity]

WHEREAS [name of tenderer] (hereinafter called “the tenderer”) has undertaken, in pursuance of Contract No. _____ [reference number of the contract] dated _____ 20 _____ to supply [description of goods] (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the tenderer shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Tenderer’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the tenderer a guarantee:

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

This guarantee is valid until the _____ day of _____ 20 _____

Signed and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

7.8 MANUFACTURERS AUTHORIZATION FORM

To [name of the Procuring entity]

WHEREAS

[Name of the principal]

who are established and reputation dealers in [Type of business]
having registered offices at [Address of
principal] do hereby authorizing [Name and
address of tenderer] to submit a tender, [reference of the tender] for the stated (particulars
of tender).

We hereby extend our full guarantee and warranty as per the General Conditions of
Contract for the services to be provided against this Invitation for Tenders.

[Signature for and on behalf of the principal]

Note: This letter of authority should be on the letterhead of the principal and should be
signed by a competent person.

7.9 LETTER OF ACCEPTANCE/NOTIFICATION OF AWARD

[to be printed on the Letterhead of the Procuring Entity]

[date]

To: *[name and address of the Supplier]*

Re: **Letter of Acceptance/Notification of Award**

This is to notify you that your Tender dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Contract Data Sheet]* for the Contract Price of the equivalent of *[amount in numbers and words] [name of currency]*, as corrected and modified in accordance with the Instructions to Tenderers is hereby accepted by us and it is our intention to proceed to make a written contract in accordance with the terms specified in the tender documents on the expiry of fourteen (14) days period from the date of this notification.

The contract shall be signed by the parties within 30 days from the date of this letter but not earlier than 14 days from the date of the letter.

Yours

(Name of Accounting Officer)
Accounting Officer/Head of Procuring Entity

Please return a copy of this letter duly signed

Authorized Signature and Seal: _____

Name and Title of Signatory: _____

Name of Tenderers: _____

7.10 FORM RB 1

REPUBLIC OF KENYA
PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD

APPLICATION NO..... OF.....20.....

BETWEEN

..... APPLICANT

AND

.....RESPONDENT (*Procuring Entity*)

Request for review of the decision of the..... (*Name of the Procuring Entity*) of
.....dated the...day of20.....in the matter of Tender No.....of
.....20...

REQUEST FOR REVIEW

I/We....., the above named Applicant(s), of address: Physical
address..... Fax No.....Tel. No..... Email, hereby request the Public
Procurement Administrative Review Board to review the whole/part of the above
mentioned decision on the following grounds, namely: -

- 1.
- 2.
- etc.

By this memorandum, the Applicant requests the Board for an order/orders that: -

- 1.
- 2.
- etc

SIGNED (Applicant)

Dated on..... day of/...20...

FOR OFFICIAL USE ONLY

Lodged with the Secretary Public Procurement Administrative Review Board on day of
.....20.....

SIGNED Board Secretary

7.11 SELF DECLARATION FORMS - DEBARRED

(r.47)

FORM SD1

**SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN
THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT
2015.**

I,, of Post Office Box
being a resident of in the Republic of
..... do hereby make a statement as follows: -

1. THAT I am the Company Secretary/ Chief Executive/Managing Director/Principal Officer/Director of (insert name of the Company) who is a Bidder in respect of Tender No. for (insert tender title/description) for (insert name of the Procuring entity) and duly authorized and competent to make this statement. Kenya Subsidiary Legislation, 2020

2. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.

3. THAT what is deponed to hereinabove is true to the best of my knowledge, information and belief.

.....
(Title) (Signature) (Date)

Bidder Official Stamp

FORM SD2

**7.12 SELF DECLARATION FORMS - CORRUPT OR FRAUDULENT PRACTICE
SELF DECLARATION THAT THE PERSON/ TENDERER WILL NOT ENGAGE IN
ANY CORRUPT OR FRAUDULENT PRACTICE**

I, of P. O. Box being a resident of in the Republic of do hereby make a statement as follows: -

1. THAT I am the Chief Executive/Managing Director/Principal Officer/Director of (insert name of the Company) who is a Bidder in respect of Tender No. for (insert tender title/description) for(insert name of the Procuring entity) and duly authorized and competent to make this statement, Kenya Subsidiary Legislation, 2020

2. THAT the aforesaid Bidder, its servants and/or agents /subcontractors will not engage in any corrupt or fraudulent practice and has not been requested to pay any inducement to any member of the Board, Management, Staff and/or employees and/or agents of(insert name of the Procuring entity) which is the procuring entity.

3. THAT the aforesaid Bidder, its servants and/or agents /subcontractors have not offered any inducement to any member of the Board, Management, Staff and/or employees and/or agents of (name of the procuring entity)

4. THAT the aforesaid Bidder will not engage /has not engaged in any corrosive practice with other bidders participating in the subject tender.

5. THAT what is deponed to hereinabove is true to the best of my knowledge information and belief.

.....
(Title) (Signature) (Date)

Bidder's Official Stamp

PRE BID CONFERENCE ATTENDANCE FORM

This is to certify that M/s (Name of the Tenderer) have participated in the Pre – bid conference meeting held on for the (Tender Number and Tender Name)

I..... **Head, Supply Chain Management Services** and Client Representative of The National Treasury and Planning do hereby certify that

..... (Name of tender/tenderers representative)

of..... (Name of bidding firm and address)

Have actually attended the Pre Bid Conference Meeting for the provision of (Name of the services for which bids are invited)

This.....day of.....month.....20.....

.....
Signature **Official Stamp**

Declaration (by Tenderer)

I..... (Name of tenderer)

Do hereby declare that we have participated in the pre bid conference virtual meeting held on for the above services.

.....
Signature **Date** **Official Stamp**