



Tender No. KWS/EOI/USAID/02/2018-2019

GUIDELINES FOR NATIONAL EXPRESSION OF
INTEREST

DESIGN, SUPPLY, IMPLEMENTATION, TESTING AND
COMMISSIONING OF A REVENUE COLLECTION AND
MANAGEMENT SYSTEM IN KWS SELECTED NATIONAL PARKS
AND RESERVES
(RE-ADVERTISEMENT)

CLOSING DATE AND TIME:

9TH OCTOBER 2018

**Kenya Wildlife Service, Headquarters
PO Box 40241 - 00100, Nairobi, Kenya**

Email:

hps@kws.go.ke

Website:

www.kws.go.ke

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Date: - 25TH SEPTEMBER 2018

To: _____

Address: _____

Dear Sir/Madam:

EXPRESSION OF INTEREST

KWS/EOI/USAID/02/2018-2019

DESIGN, SUPPLY, IMPLEMENTATION, TESTING AND COMMISSIONING OF A REVENUE COLLECTION AND MANAGEMENT SYSTEM IN KWS SELECTED NATIONAL PARKS AND RESERVES

Kenya wildlife Service (KWS) has received funding from the USAID under the Kenya Wildlife Protection and Conservation Programme and plans to undertake purchase for the design, supply, implementation, testing and commissioning of an electronic revenue collection system in **ten (10)** selected National Parks and Reserves. The system is expected to be flexible to changes in technology, customer needs, robust and easy to integrate with other existing systems within the organization and must resonate with our customer needs as well as function as a Fully Integrated online System.

1. KWS intends to implement an electronic revenue collection and revenue management system in selected National Parks and Reserves.
2. The Kenya Wildlife Service now invites sealed expression of interest documents from eligible bidders for **DESIGN, SUPPLY, IMPLEMENTATION, TESTING AND COMMISSIONING OF A REVENUE COLLECTION AND MANAGEMENT SYSTEM IN KWS SELECTED NATIONAL PARKS AND RESERVES**.
3. A complete set of the EOI tender documents may be obtained by downloading free of charge from The KWS website www.kws.go.ke/downloads - tenders section with the supplier giving information shown in the tender documents before the deadline for submission of tenders.
4. Candidates **MUST** prove that they qualify to participate in public procurement by providing copies of the following **Mandatory** documents:

- a) Certificate of Incorporation.
- b) Valid Tax Compliance Certificate
- c) Certified audited accounts for latest three (3) years (FY 2015, 2016 and 2017) or certified bank statement for the last thirty six (36) months.
- d) Certified Current CR 12 from registrar of companies or a copy of business registration certificate for sole proprietorship or the equivalent document for partnerships that clearly indicates the ownership of the companies. (certified by commissioner of oaths and not older than six months)
- e) Fully filled business questionnaire
- f) A declaration that the tenderer will not engage in any corrupt or fraudulent practice.
- g) A declaration that the tenderer or his or her sub- contractors are not debarred from participating in procurement proceedings.
- h) The EOI document must be sequentially paginated, including all attachments.
- i) Minimum of three (3) Government based client sites where vendor has implemented a revenue collection & management system within Kenya.
- j) Proof of vendor accreditation certificate/ registration.
- k) Relevant certification of the proposed project team (project management, developers, testers, hardware – as relevant to this project)
- l) At least three (3) after sales contracts(SLA) showing client details and value of contract with public institutions of similar or larger size to KWS in terms of revenue collection or geographical spread

Bidders **MUST** submit all the above documents

Complete EOI documents in plain sealed envelopes clearly marked; **EXPRESSION OF INTEREST, KWS/EOI/USAID/02/2018-2019/, DESIGN, SUPPLY, IMPLEMENTATION, TESTING AND COMMISSIONING OF A REVENUE COLLECTION AND MANAGEMENT SYSTEM IN KWS SELECTED NATIONAL PARKS AND RESERVES** Should be addressed to the :- **The Director, Kenya Wildlife Service, P.O. BOX 40241-00100, NAIROBI 00100** and deposited in the Tender Box at the Reception **on or 9TH OCTOBER 2018 at 12.00 noon**

Submitted bids will be opened immediately thereafter in the presence of bidders who choose to attend.

DIRECTOR GENERAL

INTRODUCTION

The Kenya Wildlife Service (KWS) conserves and manages wildlife for the Kenyan people and the world. It is a state corporation established by an Act of Parliament Cap 376, now repealed by Wildlife Conservation Management Act (2013), with the mandate to conserve and manage wildlife in Kenya, and to enforce related laws and regulations. KWS undertakes conservation and management of wildlife resources across all protected areas in collaboration with stakeholders. It is our goal to work with others to conserve, protect and sustainably manage wildlife resources, with the mandate to conserve and manage wildlife in Kenya, and to enforce related laws and regulations.

Background

Kenya Wildlife Service is a state corporation that conserves and manages wildlife and habitats throughout the country. It oversees the management of 27 terrestrial and marine parks, 34 terrestrial and marine reserves together with four sanctuaries. Through Kenya wildlife protection and conservation program (KWPCP) USAID funded program. The service intends to purchase a revenue collection and management system.

Our vision and mission statement are:-

Vision Statement

"Save the last great species and places on earth for humanity"

Mission Statement

"To sustainably conserve, manage and enhance Kenya's wildlife, its habitats and provide a wide range of public uses in collaboration with stakeholders for posterity"

Currently KWS serves various categories of visitors to the National Parks and Reserves using an electronic system called Safaricard. The visitors are categorized as follows;

- East African Citizens
- Residents
- Non residents
- Visitor Groups ,companies and others

The proposed system is expected to, but not limited to the following key features:

- Vendor should have physical local presence in Kenya.
- Be flexible to changes in technology
- Be online and offline and able to work in remote environments within KWS Parks.
- Have the capability to integrate with existing KWS financial system among others.
- Customer focused solution
- Ability to collect from other revenue streams such as licensing, leasing, accommodation booking etc.
- Have a loyalty management system as part of the solution
- Have a management dashboard and reporting tool
- Be inclusive of relevant ICT infrastructure eg, Card readers, computers, servers etc.

- User friendly to customers in and KWS staff for enforcement and revenue collection.
- Cashless and secure online portal
- Have direct integration to KWS bank accounts.
- Web based system accessible using role based security configuration login.
- Compliance with global international system security standards.
- Inbuilt customer data analytics.

Bidders will be required to do a live demo to showcase how their proposed system works.

Scope of Work

The project will be managed jointly by KWS and the appointed developer who will conduct the following tasks:

- a) Provide detailed activity plan (calendar of events)
- b) Design, supply, implement and commission the system in consultation with KWS ICT Department.
- c) Integration of the proposed solution with existing systems within KWS e.g. Financial system
- d) Train KWS staff responsible for operating the system.
- e) Offer comprehensive support and maintenance of the system upon completion
- f) Include computer infrastructure, local network where determined, and equipment required for the solution to work
- g) Advice and implement security strategies for the solution using latest technologies

1.0 FORMAT AND REQUIREMENTS FOR COMPLETION OF EOI

1.1 Mandatory Documents

- a. Certificate of Incorporation.
- b. Valid Tax Compliance Certificate
- c. Certified audited accounts for latest three (3) years (FY 2015, 2016 and 2017) or certified bank statement for the last thirty six (36) months.
- d. Certified Current CR 12 from registrar of companies or a copy of business registration certificate for sole proprietorship or the equivalent document for partnerships that clearly indicates the ownership of the companies.(certified by commissioner of oaths and not older than six months
- e. The business MUST have been in operation for 5 years or more from the date of this EOI
- f. Fully filled business questionnaire
- g. A declaration that the tenderer will not engage in any corrupt or fraudulent practice.
- h. A declaration that the tenderer or his or her sub- contractors are not debarred from participating in procurement proceedings.
- i. The EOI document must be sequentially paginated, including all attachments.
- j. Minimum of three (3) Government clients (i.e ministries, parastatals, counties, state agencies etc) sites where vendor has implemented a revenue collection & management system within Kenya.
- k. ICT Authority (ICTA) vendor accreditation certificate/ registration (as per

Ministry of ICT Government ICT standards 2016)

- l. Relevant certifications of the proposed project team (project management, developers, testers, hardware – as relevant to this project)
- m. At least three (3) after sales contracts(SLA) showing client details and value of contract with public institutions of similar or larger size to KWS in terms of revenue collection or geographical spread

NB:

- KWS will undertake due diligence to ascertain the facts of the feedback presented by Bidders.
- Failure to submit any of the above will result in disqualification.
- Joint venture engagements are allowed for **as long as the LEAD PARTNER** will be the one entering into contract with Kenya wildlife service

1.2 Corporate Documentation (5mks)

Proponents are expected to submit information that addresses items contained in the table below:

ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
1.2.1 Bidder Corporate Details	Corporate Profile (5mks)	State whether the firm is a Limited Liability, Sole proprietorship or Partnership Provide a Short narrative of origin, development, mission and values of the company.

1.3 Brief description of proposed system (25mks)

Bidders will be expected to provide a brief narrative of their proposed systems

ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
1.3.1 Design and development of the system	Proposed design overview: sketch an overview of the system components and how they function (25mks)	Narrative indicating <ul style="list-style-type: none"> • Components of the system-5 • Project plan-5 • Data migration plan-5 • Training and knowledge transfer plan-3 • Copy of Service Level Agreement template document-2 • Backup recovery plans in the event of system failure, Prospective developers are required to supply KWS with illustrative sketches and documentation of the

		overview of the proposed recovery plans for the system.-5
1.4 Similar Related Projects (20Mks)		
ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
1.4.1 Experience in similar work of developing electronic revenue management & collection systems	<p>Bidder to give reference sites of three (3) Government of Kenya clients where they have implemented a revenue collection & management system in the form specified in Appendix.</p> <p>Adequate demonstration of experience in development of electronic revenue collection and management systems in reputable client locations. A satisfactory track record will be advantageous. (20mks)</p>	<p>Short narrative stating</p> <p>Name and Location of similar projects developed in last five (5) years or more. –(10mk)</p> <p>Value of project /size of companies that the bidder developed similar systems/ contacts of clients – (10mk)</p>
1.5 Technical Staff (10Mks)		
ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
Technical Project staff	<p>Qualification and technical expertise of key personnel in the firm (10mks)</p> <p>PM – (3mks) Tech – (7Mks)</p>	<p>Professional qualified software developer certification, Database administrator certification, Project management certification, among other relevant skills of good repute with five (5) years or more experience. See Appendix Format of submission of CVs</p>
1.6 Evidence of Financial capability (10Mks)		
ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
1.6.1 Financial documentation	<p>Contact details of at least one of its bankers (3mks)</p> <p>Financial capability (7Mks)</p>	<p>Contact details (3mks). Demonstrate financial capability through documentary evidence of Cash, Cash equivalents, audited accounts and Bank statements for the last three years (7mks).</p>
1.7 System Demonstration (30Mks)		

ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
System demonstration from prototype/ demo model	<p>Live demo of how the system will work, this will need to be an interactive demo with relevant equipment, software demo etc in place.</p> <p>Note; the live demo is a demonstration on the vendors existing system either in prototype or live system form, it shall be a show of an existing system or a prototype system that shows how it is used for revenue collection process, the vendor should explain how the same can be customized or enhanced further to be relevant to the KWS Environment</p>	<p>The demo must include:</p> <ul style="list-style-type: none"> • Power point Presentation showing an overview and processes (10mks) • Actual system demo (20Mks) <p>Note; the actual system demo is same as the live demo, however, this needs to also ensure that the same is either shown running from a hosted page accessible over the internet or running locally from a computer as shown by the bidder</p>

NB:

This is an opportunity to showcase existing or proposed solutions, the actual technical Requirements and compliance to KWS specifications will be addressed at the RFP Stage

2 CRITERIA FOR EVALUATION

Expression of Interest will be evaluated on their responsiveness to the above requirements based on the following criteria:

Item	Particulars	Maximum Score/ Points (%)
2.1	Mandatory Documents	Go or No Go
2.2	Corporate Documentation	5
2.3	Brief description of proposed system	25
2.4	Similar or related Projects	20
2.5	Technical Staff qualifications	10
2.6	Evidence of Financial Stability	10
2.7	Solution Presentation (Demonstration)	30
	TOTAL	100

Expressions of Interest scoring of eighty per cent (80%) or 80 points, shall be pre-qualified and invited to submit both technical and financial proposal

3 ADDITIONAL INSTRUCTIONS

All responses should be **typed** and their numbering to correspond with that set out in the format (section 2) Please include all attachments as required in the format for expression of Interest.

Pre-qualified bidders will be required to submit detailed **technical and financial proposal (s)** for the work in a format of solicitation documents to be provided.

(Turn page for Appendix)

APENDICES

CV FORMAT

Name of Firm:			
Name of Staff:			
Years with Firm/Entity:		Nationality	
Detailed Tasks Assigned:			
Key Qualifications/experience:			
Education:			
Institution:			
Year:			
Course:			
Employment Record:			
Summary of relevant Experience:			
Language proficiency:			
Language	Speaking	Reading	Writing
English			
Kiswahili			
<p>Certification</p> <p>I, the undersigned, certify that these data correctly describes my qualifications, experience, and confirms my availability to the firm for the proposed project should we be awarded the tender.</p>			
[Signature of staff member]		Date:	
[Signature of authorized representative of the firm]		Date:	
Full Name of Staff Member:			
Full Name of authorized representative:			

REFERENCES

These are for revenue system based projects that the bidder has been involved in implementing:

Client Name			
Country client is based			
Client contact details & contact person			
Relevant project description			
Date of implementation		Value of project	
Bidders Project manager			
Team members involved in project			
Time taken to deliver project			
Challenges faced in project (if any)			
Is the project complete	(Yes/ No)		
Bidder representative			
Date		signature	

KENYA WILDLIFE SERVICE

KWS BUSINESS QUESTIONNAIRE FORM

Name of the firm

The information provided in this form will enable Kenya Wildlife Service to assess your eligibility to participate in the tendering process and your competence in providing the services in the tender. Kenya Wildlife Service shall verify the information provided and candidates should note that submission of false information will lead to automatic disqualification.

A: GENERAL INFORMATION:

1.1 Business Name:Date of registration of business
.....

1.2 Indicate the form of Business:

(a) Sole Proprietor.....(b) Partnership.....(b) Company.....

1.3 What businesses are you licensed to operate?

1.4 Postal Address

Tel No

Fax:

Cell Phone.....

Email

Web page.....

1.5 Location of business premises:

Street/Road.....Building and Floor.....Plot No

Is the premises Permanent/Temporary?.....

Residential/Office/shop/warehouse?.....

1.6 Current Trade License No Expiring date

1.7 Who are your Principal Bankers Branch

1.8 Details of business registration: Please complete the relevant section.

Part 1.8 (a) – Sole Proprietor

Your name in full

Are you a Kenya Citizen?.....

If not, what is your Nationality

Part 1.8(b) – Partnership/Registered company

Country of incorporation.....Date.....

	NAME OF PARTNERS/SHARE HOLDERS	NATIONALITY	CITIZENSHIP	OWNERSHIP (SHARES)
1				
2				
3				
4				

B: ELIGIBILITY:

2.2 Have you or your principals been subject of legal proceedings for insolvency, Bankruptcy, receivership or your business activities suspended for related reasons?.....if yes, when?[if yes, You must present legal documentary evidence that you are cleared and your business is now solvent].

2.3 Have you fulfilled your obligations to pay taxes and social security contributions for the last three years? Yes....No.....

2.4 Are you or your servants or agents subject of legal proceedings for corrupt or unethical business practice or offered any inducement to any procurement entity so that you can be considered for award of a tender? Yes.....No.....

2.5 Is the firm making this application or any of its directors been debarred or suspended from participating in public procurement or have any Procurement Entity initiated proceedings of that nature against the firm or one of its Directors, for any reason whatsoever? Yes.....No.....

C: CAPABILITY AND COMPETENCE TO DELIVER GOODS OR SERVICE:

2.6 What products/service do you want to be considered for.....

2.7 How many employees do you have?How many are Permanent?How many are Temporary?.....

2.8 What is the country of origin for those goods or services?.....

2.9 Are you a manufacturer/wholesaler/retailer/other (please specify).....

(a) If you are a manufacturer or a service organization, are your products certified by the Kenya Bureau of Standards or are you affiliated to a recognized accrediting body?
Yes.....No.....[Please attach documentary evidence of the current certification].

(b) If you are not a manufacturer, are you an authorized dealer? Yes.....No.....[please attach documentary evidence of the authority from the manufacturer]

2.10 Who are your major customers/clients and what is their telephone contact?

	NAME OF ORGANIZATION	VALUE OF BUSINESS	CONTACT PERSON	TEL NO
1				
2				
3				
4				

2.11 (a) To what extent is your firm e-enabled with your suppliers and clients and how do you intend to carry out business with KWS.....

(b) What is your average response time to a request for quotation/RFP?

(b) What is your average response time to delivery of goods/services after issuance of LPO?

2.12 What is the Maximum value of business which you can handle at any one time:

Kshs.....

2.13 If your firm is pre-qualified and awarded the tender to supply goods or services, will you abide by the agreed delivery period, quality and price as per given specifications by Kenya Wildlife Service? YesNo.....?

D: PAST AND CURRENT PERFORMANCE AND EXPERIENCE

2.14 Is this firm or its directors in any way associated with any other firm that is currently conducting business with or have applied to be considered for pre-qualification or any other tender in Kenya Wildlife Service? If yes, please provide the name(s) of those firm(s), their address, their nature of business and indicate the relationship with the company making this application.

Name of Firm	Address	Nature of Business	Relationship

2.15 Is the firm making this application currently or in previous periods been contracted to supply goods or services to Kenya Wildlife Service? Yes.....No..... If yes, please indicate hereunder the financial year, the goods or services that you supplied and their total value.

Financial Year	Goods or service supplied	Total value

2.16 Have you at any one time been issued with a Purchase Order by the Kenya Wildlife Service and failed to deliver the goods or service without assigning any reason for your action? Yes.....No.....

2.17 Have you at any one time been requested to quote for supply of goods and services and failed to return the quotation without assigning any reason for your action? Yes.....No.....

2.18 If you are a current or previous period supplier of goods or service to Kenya Wildlife Service, have you at any one time been issued with a letter of cancellation of LPO for failure to supply goods within the agreed time or for supplying inferior goods not within the specifications?

Yes.....No.....

2.19 Ithe applicant or the authorized person to make this application on behalf of [name of company]...does hereby declare that the information provided is true and correct.

Yours sincerely,

Name of Tenderer

Signature of duly authorized person signing the Tender

Name and Designation of duly authorized person signing the Tender

Stamp or Seal of Tenderer

Declaration Form for Non Corrupt Practices & Non-Debarrement

Date:

To:

DIRECTOR GENERAL
KENYA WILDLIFE SERVICE
P. O. BOX 40241-00100
NAIROBI

LADIES AND GENTLEMEN

The Tenderer i.e. (full name and complete physical and postal address)
_____ declare the following: -

- a) That I/ We have not been debarred from participating in public procurement by anybody, institution or person
- b) That I/ We have not been involved in and will not be involved in corrupt and fraudulent practices regarding public procurement anywhere.
- c) That I/ We are not 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) That I/We do hereby confirm that all the information given in this tender is accurate, factual and true to the best of our knowledge.
- e) That I/ We are not associated with any other Tenderer participating in this tender.

Yours sincerely,

Name of Tenderer

Signature of duly authorized person signing the Tender

Name and Designation of duly authorised person signing the Tender

Stamp or Seal of Tenderer