



KENYA WILDLIFE SERVICE

REQUEST FOR PREQUALIFICATION SUPPLIERS FOR THE ACQUISITION AND IMPLEMENTATION OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM WITH CUSTOMER RELATIONSHIP MANAGEMENT (CRM), SECURITY INTELLIGENCE, INVESTIGATION MODULES, AND SUPPORTING INFRASTRUCTURE.

TENDER NO: KWS /ICT/PREQ/49/2025-2026

CLOSING DATE: 11TH NOVEMBER, 2025 AT 11:00AM

ELIGIBILITY: OPEN TO ALL

KENYA WILDLIFE SERVICE

ADDRESS: P.O BOX

40241- 00100

NAIROBI

EMAIL:

hps@kws.go.ke

**PHYSICAL ADDRESS: KWS HEADQUARTERS,
LANG'ATA ROAD, OPPOSITE LANG'ATA CEMETERY**

INTRODUCTION

Kenya Wildlife Service (KWS) seeks to modernize and streamline its business operations, revenue management, and organizational processes through the acquisition and implementation of a **comprehensive Enterprise Resource Planning (ERP) System**.

The ERP system will serve as an integrated digital platform, unifying core functional areas such as **Human Resources, Finance, Procurement, Asset and Fleet Management, Customer Relationship Management (CRM)**, and specialized modules for **Security Intelligence and Investigations**. The system will also be supported by robust ICT infrastructure and designed to integrate seamlessly with existing platforms, including **eCitizen, KWSpay**, and other government systems.

This **Request for Prequalification (RFPQ)** invites applications from qualified firms with demonstrable expertise in ERP implementation, customization, and support. The objective is to **identify and prequalify competent vendors** who will subsequently be invited to participate in the detailed **Request for Proposal (RFP)** stage.

Through this initiative, KWS aims to:

- Enhance efficiency, transparency, and accountability in its operations.
- Strengthen data-driven decision-making and resource utilization.
- Improve customer engagement and service delivery.
- Ensure system resilience, cybersecurity, and compliance with national ICT standards.

Prequalified vendors will be expected to demonstrate:

- Proven track record in ERP design and implementation.
- Technical and financial capacity to execute large-scale ICT projects.
- Capability to provide ongoing system support, maintenance, and training.

The ERP system will be a cornerstone in transforming KWS into a **digitally enabled, performance-driven, and customer-centric organization**, aligned with Kenya's national digital transformation agenda.

KENYA WILDLIFE SERVICE (KWS)

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RFPQ No.: KWS/ICT/PREQ/49/2025-2026

Date of Issue: _____

1. INTRODUCTION

Kenya Wildlife Service (KWS) invites applications from eligible and qualified firms for prequalification for the acquisition and implementation of an **Enterprise Resource Planning (ERP) System**, including **Customer Relationship Management (CRM)**, **Security Intelligence**, **Investigation Modules**, and **Supporting ICT Infrastructure**.

The prequalification aims to identify firms with proven technical, financial, and operational capability to supply, install, configure, and support a comprehensive ERP solution that meets KWS's business and operational requirements.

2. OBJECTIVE

The objective of this prequalification is to shortlist competent vendors who will be invited to participate in a subsequent **Request for Proposal (RFP)** process for the implementation of the ERP system.

3. SCOPE OF THE ERP SYSTEM

The ERP System shall automate and integrate all core KWS business functions, enhance operational efficiency, ensure secure data management, and support decision-making across the Service.

Core Modules:

1. Human Resource and Payroll Management
2. Financial Management and Accounting
3. Procurement and Inventory Management
4. Asset and Fleet Management
5. Customer Relationship Management (CRM)
6. Security Intelligence and Investigation Modules
7. Document Management and Records Archiving
8. Project and Grant Management
9. Wildlife Permits and Licensing
10. Enterprise Asset Management
11. ICT Infrastructure Monitoring and Reporting

4. GENERAL SYSTEM REQUIREMENTS

Requirement ID	Requirement Description	Bidder Response (C/PC/NC)	Remarks
GEN-1	Web-based, mobile-enabled, and cloud-ready		
GEN-2	Modular and scalable architecture		
GEN-3	Multi-level user authentication (2FA/MFA)		
GEN-4	Integration with existing KWS systems		
GEN-5	Integration with eCitizen and other GoK platforms		
GEN-6	High availability and redundancy		
GEN-7	Disaster recovery and business continuity features		
GEN-8	Real-time analytics and dashboards		
GEN-9	Compliance with ISO/IEC 27001 and GDPR standards		

5. TECHNICAL SPECIFICATIONS PER MODULE

(a) Human Resource & Payroll

- Employee lifecycle automation (recruitment, onboarding, performance)
- Payroll computation, statutory deductions, payslip generation
- Leave, training, and appraisal management
- Integration with biometric and attendance systems

(b) Financial Management

- General Ledger, Accounts Payable/Receivable
- Budgeting, forecasting, and reporting
- Bank reconciliation and cash flow management
- Multi-currency and multi-entity support

(c) Procurement & Inventory

- eProcurement workflow automation
- Supplier management and contract tracking
- Inventory valuation, reordering, and warehouse management
- Audit trail and approval hierarchies

(d) Customer Relationship Management (CRM)

- Centralized customer database
- Visitor and stakeholder engagement tracking
- Integration with KWSpay and digital platforms
- Feedback and complaint management

(e) Security Intelligence & Investigation

- Real-time monitoring of activities and alerts
- Threat detection, anomaly reporting, and incident tracking
- Role-based access control and identity management
- Risk profiling and advanced analytics

(f) Asset & Fleet Management

- Asset lifecycle tracking and maintenance scheduling
- GPS integration for vehicle tracking
- Depreciation management and asset valuation

(g) ICT Infrastructure Monitoring

- Network, server, and endpoint monitoring dashboard
- Real-time alerts and uptime reporting
- Centralized log management

6. ELIGIBILITY CRITERIA

Firms must provide documentary evidence demonstrating:

1. Certified copy of Certificate of Confirmation of Directors and Shareholding (CR12)
(Issued within the last 12 Months)
2. Copy of a valid Tax Compliance Certificate from Kenya Revenue Authority (KRA) as at the time of tender opening/closing.
3. Manufacturer/developer authorization (if applicable).
4. Dully filled, signed and stamped self-declaration form that the tenderer will not engage in any corrupt or fraudulent practice, self-declaration form that the tenderer is not debarred.
5. Dully filled and signed confidential business question (Form S33)
6. Self-declaration forms - Corrupt or fraudulent practice self-declaration that the person/ tenderer will not engage in any corrupt or fraudulent practice

7. TECHNICAL EVALUATION CRITERIA

Category	Evaluation Criteria	Detailed Description / Evidence Required	Maximum score in%
B. Financial Capacity	- Audited financial statements for the last 3 years(2021,2022 & 2023) -5Marks - Evidence of annual turnover (minimum of ksh. 1Million) - 5Marks - Access to credit facilities / bank statements / letter of financial	Demonstrate sufficient financial resources and stability to undertake implementation and post-implementation support of the ERP system.	15

Category	Evaluation Criteria	Detailed Description / Evidence Required	Maximum score in %
	support from a reputable bank financial stability-- 5Marks		
C. Relevant Experience (Similar Assignments)	- Evidence of at least three (3) ERP implementation projects of similar scope and complexity within the last five (5) years-10Marks - References / completion certificates / recommendation letters from clients -10Marks - Experience with public sector or government ERP systems preferred--5Marks	Demonstrate verifiable track record of successful ERP implementations in organizations of comparable size and complexity, preferably in the public sector.	25
D. Technical Capability & Personnel Qualifications	- Detailed company organogram and team composition-8Marks - CVs and certifications of key technical personnel (Project Manager, ERP Specialist, Database Administrator, Security Analyst, CRM Specialist, etc.) -7 Marks - Certifications such as PMP, PRINCE2, SAP, Oracle, Microsoft Dynamics, ISO/IEC 27001, or equivalent-5Marks - Availability of local implementation and support team-5Marks	Evaluate bidder's human resource capacity, expertise, and technical skills relevant to ERP implementation, customization, and training.	25
E. Infrastructure Readiness & Support Plan	- Proposed technical infrastructure architecture-4Marks - Demonstrated data center or cloud hosting capacity-4Marks - Backup, disaster recovery, and business continuity plan-4Marks - Maintenance and support strategy (SLA, response times, escalation matrix) -4Marks - Cybersecurity and data protection compliance-4Marks	Assess bidder's readiness to provide and support the required infrastructure and ensure system resilience, uptime, and security.	20
F. Value Addition (Innovation, Local Support, Sustainability)	- Demonstrated innovation (AI integration, mobile access, analytics, etc.)-5marks - Knowledge transfer and capacity building plan- 3 Marks - Local presence / partnerships-2Marks - Sustainability measures (environmental and operational)-3 Marks - After-sales support strategy- 2 Mark	Evaluate additional benefits the bidder brings to enhance system efficiency, sustainability, and long-term value to KWS.	15

Total Score: 100%

Only firms that meet at least 70% of the total score will be prequalified.

8. SUBMISSION OF DOCUMENTS

All applications must be clearly marked:

“RFPQ NO. KWS /ICT/PREQ/49/2025-2026 – REQUEST FOR PREQUALIFICATION SUPPLIERS FOR THE ACQUISITION AND IMPLEMENTATION OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM WITH CUSTOMER RELATIONSHIP MANAGEMENT (CRM), SECURITY INTELLIGENCE, INVESTIGATION MODULES, AND SUPPORTING INFRASTRUCTURE.

Completed prequalification documents are to be enclosed in plain sealed envelopes, clearly marked with the tender number and tender name and be deposited in the Tender Box situated at Main Reception Lobby, Main Entrance, KWS Headquarters, Lang'ata Road
or be addressed to:

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

KWS HEADQUARTERS, LANG'ATA ROAD P.O BOX 40241 - 00100 NAIROBI

So as to be received on or before 5th November, 2025 at 11:00am

ANNEXES

ANNEX 1: BIDDER'S COMPANY DETAILS FORM

Information	Details
Name of the Company	
Physical Address	
Postal Address	
Telephone Number	
Email Address	
Website	
Contact Person (Name & Title)	
Contact Person's Mobile Number	
Contact Person's Email	
Year of Incorporation/Registration	
Country of Incorporation	
Nature of Business	
Certificate of Incorporation No.	
PIN Number	
Tax Compliance Certificate No.	

ANNEX 2: REFERENCES OF SIMILAR PROJECTS

No	Client Organization	Project Title	Description of Work	Value (Kshs.)	Duration	Contact Person & Phone
1						
2						
3						

ANNEX 3: TECHNICAL PERSONNEL DETAILS

No	Name	Position	Qualification	Years of Experience	Relevant Certifications
1					
2					
3					

ANNEX 4: SUMMARY OF COMPANY EXPERIENCE

Year	Project	Client	Scope	Outcome / Remarks
2021				
2022				
2023				

FORMS 3A: 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 3B- SELFDECLARATION FORMS - CORRUPT OR FRAUDULENT PRACTICE SELFDECLARATION THAT THE PERSON/ TENDERER WILL NOT ENGAGE IN ANYCORRUPT 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 Official Stamp

TENDERER'S ELIGIBILITY- CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

a) Instruction to Tenderer

Tender is instructed to complete the particulars required in this Form, *one form for each entity if Tender is a JV*. Tenderer is further reminded that it is an offence to give false information on this Form.

A. Tenderer's details

	ITEM	DESCRIPTION
1	Name of the Procuring Entity	
2	Name of the Tenderer	
3	Full Address and Contact Details of the Tenderer.	1. Country 2. City 3. Location 4. Building 5. Floor 6. Postal Address 7. Name and email of contact person.
4	Reference Number of the Tender	
5	Date and Time of Tender Opening	
6	Current Trade License No and Expiring date	
7	Maximum value of business which the Tenderer handles.	
8		

General and Specific Details

b) Sole Proprietor, provide the following details.

Name in full _____

Age _____ Nationality _____

Country of Origin _____ Citizenship _____

c) Partnership, provide the following details.

	Names of Partners	Nationality	Citizenship	% Shares owned
1				
2				
3				

d) Registered Company, provide the following details.

i) Private or public Company _____

ii) State the nominal and issued capital of the Company-

Nominal Kenya Shillings (Equivalent)	
Issued Kenya Shillings (Equivalent)	

iii) Give details of Directors as follows.

	Names of Director	Nationality	Citizenship	% Shares owned
1				
2				
3				

e) DISCLOSURE OF INTEREST- Interest of the Firm in the Procuring Entity.

- (i) Are there any person/persons in (*Name of Procuring Entity*) who has an interest or relationship in this firm? Yes/No.....

If yes, provide details as follows.

	Names of Person	Designation in the Procuring Entity	Interest Relationship with Tenderer or with
1			
2			
3			

- (ii) Conflict of interest disclosure

	Type of Conflict	Disclosure YES OR NO	If YES provide details of the relationship with Tenderer
1	Tenderer is directly or indirectly controlled by or is		

	under common control with another tenderer.		
2	Tenderer receives or has received any direct or indirect subsidy from another tenderer.		
3	Tenderer has the same legal representative as another tenderer		
4	Tender has a relationship with another tenderer, directly or through common third parties that puts it in a position to influence the tender of another tenderer, or influence the decisions of the Procuring Entity regarding this tendering process.		
5	Any of the Tenderer's affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the tender.		
6	Tenderer would be providing goods, works, non-consulting services or consulting services during implementation of the contract specified in this Tender Document.		

	Type of Conflict	Disclose YES OR NO	If YES provide details of the relationship with Tenderer
7	Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who are directly or indirectly involved in the preparation of the Tender document or specifications of the Contract, and/or the Tender evaluation process of such contract.		
8	Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who would be involved in the implementation or supervision of the Contract.		
9	Has the conflict stemming from such relationship stated in item 7 and 8 above been resolved in a manner acceptable to the Procuring Entity throughout the tendering process and execution of the Contract?		

(e) Certification

(f) On behalf of the Tenderer, I certify that the information given above is correct. Full Name_____

Title or Designation_____

(Signature)

(Date)