INTERNATIONAL CENTER FOR REPRODUCTIVE HEALTH (ICRH)

REQUEST FOR PROPOSALS (RFP)

FOR PROVISION OF ENTERPRISE RESOURCE PLANNING SYSTEM (ERP)

RFP NO: ICRH/AUTOMATION/2021

CLOSING DATE: 1ST March, 2021
SECTION I - LETTER OF INVITATION

TO: ................................................................. Date 19th February, 2021

Dear Sir/Madam,

RE: REQUEST FOR QUOTATIONS

1.1 International Center for Reproductive Health invites quotations for the provision of Enterprise Resource Management System (ERP).

1.2 The request for quotations (RFQ) includes the following documents:
Section I - Letter of invitation
Section II - Information to bidders
Section III - Technical proposals
Section IV - Financial proposal
Section V - Terms of Reference

1.3 Upon receipt, please inform us
(a) that you have received the letter of invitation
(b) whether or not you will submit a proposal for the assignment

1.4 A complete set of tender document may be viewed and downloaded free of change from ICRH website; www.icrhk.org

Yours sincerely,

Country Director
International Center for Reproduction Health.
SECTION II – INFORMATION TO BIDDERS (ITB)

Contents of the ITB

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2.2 Clarification and amendment of RFQ document
2.3 Preparation of Technical Proposal
2.4 Financial proposal
2.5 Submission, Receipt and opening of proposals
2.6 Proposal evaluation general
2.7 Evaluation of Technical proposal
2.8 Public opening and Evaluation of financial quotation
2.9 Negotiations
2.10 Award of Contract
2.11 Confidentiality
2.12 Corrupt or fraudulent practices
SECTION II: - INFORMATION TO BIDDERS (ITB)

2.1 Introduction

2.1.1 ICRH will select a firm/individual among those invited to submit a quotation, in accordance with the method of selection method specified.

2.1.2 The Bidders are invited to submit a Technical Proposal and a Financial Quotation. The proposal will be the basis for Contract negotiations and ultimately for a signed Contract with the selected firm.

2.1.3 The Bidder must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain first-hand information on the assignment and on the local conditions, Bidders are encouraged to liaise with the Client regarding any information that they may require before submitting a proposal.

2.1.4 Please note that (i) the costs of preparing the proposal and of negotiating the Contract, including any visit to the Client are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.

2.1.5 ICRH employees, committee members, board members and their relative (spouse and children) are not eligible to participate.

2.1.6 The Document will be sent by email to the bidders at no cost.

2.2 Clarification and Amendment of RFP Documents

2.2.1 Bidders may request a clarification of any of the RFP documents only up to [3] days before the proposal submission date. Any request for clarification must be sent in writing by email. The Client will respond by email to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited Bidders who intend to submit proposals.

2.2.2 At any time before the submission of proposals, ICRH may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addendum. Addendum shall be sent by email to all invited Bidders and will be binding on them. ICRH may at its discretion extend the deadline for the submission of proposals and financial quote.
2.3 Preparation of Technical Proposal

2.3.1 The Bidders proposal shall be written in English language

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

2.3.3 While preparing the Technical Proposal, Bidders must give particular attention to the following:

(i) If a firm/individual considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture or sub-consultancy as appropriate. Bidders shall not associate with the other Bidders invited for this assignment. Any firms associating in contravention of this requirement shall automatically be disqualified.

(ii) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.

(iii) Proposed professional staff must as a minimum, have the experience indicated in the Terms of Reference, preferably working under conditions similar to those prevailing in Kenya.

(iv) Alternative professional staff shall not be proposed and only one Curriculum Vitae (CV) may be submitted for each position.

2.3.4 The Technical Proposal shall provide the following information using the attached Standard Forms;

(i) A brief description of the firm’s organization and an outline of recent experience on assignments of a similar nature. For each assignment the outline should indicate inter alia, the profiles of the staff proposed, duration of the assignment, contract amount and firm’s involvement.
(ii) Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by the Client.

(iii) A description of the methodology and work plan for performing the assignment.

(iv) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member and their timing.

(v) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last five (5) years.

(vi) Estimates of the total staff input (professional and support staff staff-time) needed to carry out the assignment supported by bar chart diagrams showing the time proposed for each professional staff team member.

(vii) A detailed description of the proposed methodology, staffing and monitoring of training.

(viii) Any additional information requested

2.3.5 The Technical Proposal shall not include any financial information.

2.4 Preparation of Financial Quotation

2.4.1 In preparing the Financial Quotation, Bidders are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow the format shown in section IV. The quoted price will include all the costs including accommodation and reimbursements that the Bidders will require.

2.4.2 The Financial quotation should clearly identify as a separate amount, the local taxes, duties, fees, levies and other charges imposed under the law on the bidders. The price quoted shall be inclusive of all the taxes and statutory charges.

2.4.3 Bidders shall express the price of their services in Kenya Shillings.
2.4.4 The proposal must remain valid for 60 days after the submission date. During this period, the consultant is expected to keep available, at his own cost, the professional staff proposed for the assignment. The Client will make his best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the Bidders shall agree to the extension.

2.5 Submission, Receipt, and Opening of Proposals

2.5.1 The original proposal (Technical Proposal) shall be prepared in indelible ink. It shall contain no interlineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person authorized to sign the proposals.

2.5.2 For each proposal, the Bidders shall prepare two copies: the original and a copy. Each Technical Proposal shall be marked “ORIGINAL” or “COPY” as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original shall govern.

2.5.3 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “TECHNICAL PROPOSAL,” and the original and all copies of the Financial Quotation shall be placed in a sealed envelope clearly marked “FINANCIAL QUOTATION” and with the warning: “DO NOT OPEN WITH THE TECHNICAL PROPOSAL.” Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and be clearly marked, “DO NOT OPEN, EXCEPT IN PRESENCE OF THE OPENING COMMITTEE.”

2.5.4 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the information to Bidders. Any proposal received after the closing time for submission of proposals shall not be considered.

2.5.5 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the opening committee. The Financial quotation shall remain sealed and deposited with a responsible officer of the client department up to the time for public opening of financial quotations.
2.6 Proposal Evaluation General

2.6.1 From the time the bids are opened to the time the Contract is awarded, if any bidder wishes to contact the Client on any matter related to his proposal, he should do so in writing at the address indicated in the Appendix to “ITB”. Any effort by the firm to influence the Client in the proposal evaluation, proposal comparison or Contract award decisions may result in the rejection of the Bidder’s proposal.

2.6.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

2.7 Evaluation of Technical Proposal

2.7.1 The evaluation committee appointed by the Client shall consider the following three categories of criteria to evaluate the tenders and tenderers.

a) Mandatory tender requirements
b) Technical capability assessment including due diligence where applicable

Each responsive proposal will be given a technical score. A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Appendix to “ITB”.

c) Financial Evaluation:

The winning bidder will be determined by the highest score of the combined weighted technical and financial except where other conditions are not met as specified in the quotation document. The weight of the technical score will be 80 and the weight of the financial score will be 20.

2.8 Evaluation of Financial Proposal

2.8.1 The evaluation committee will determine whether the financial proposals are complete (i.e. whether the consultant has costed all the items of the corresponding Technical Proposal and correct any computational errors. The cost of any unpriced items shall be assumed to be included in other costs in the proposal. In all cases, the total price of the Financial Proposal as submitted shall prevail.
2.8.2 The formulae for determining the Financial Score (Sf) shall, unless an alternative formulae is indicated in the Appendix “ITB”, be as follows:-

\[ Sf = 100 \times \frac{FM}{F} \]

where Sf is the financial score; FM is the lowest priced financial proposal and F is the price of the proposal under consideration.

2.8.3 The Bid evaluation committee shall evaluate the tender within 7 days from the date of opening the tender.

2.8.4 Contract price variations shall not be allowed.

2.9 Negotiations

2.9.1 Negotiations will be held at the same address as “address to send information to the Client” indicated in the Appendix “ITB”. The aim is to reach agreement on all points and sign a contract.

2.9.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then work out final Terms of Reference, staffing and bar charts indicating activities, staff periods in the field and in the head office, staff-months, logistics and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the “Description of Services” and form part of the Contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.

2.9.3 Unless there are exceptional reasons, the financial negotiations will not involve the remuneration rates for staff (no breakdown of fees).

2.9.4 The negotiations will conclude with a review of the draft form of the Contract. To complete negotiations the Client and the selected firm will initial the agreed Contract. If negotiations fail, the Client will invite the firm whose proposal received the second highest score to negotiate a contract.

2.9.5 The procuring entity shall appoint a team for the purpose of the negotiations.
2.10 Award of Contract

2.10.1 The Contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other Bidders on the shortlist that they were unsuccessful and return the Financial Proposals of those Bidders who did not pass the technical evaluation.

2.10.2 The selected firm is expected to commence the assignment on the indicated date by ICRH.

2.10.3 The parties to the contract shall have it signed within 3 days from the date of notification of contract award unless there is an administrative review request.

2.10.4 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.10.5 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 7 days of receiving the request from any tenderer.

2.10.6 To qualify for contract awards, the bidder 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.

2.11 Confidentiality

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

2.12 Corrupt or fraudulent practices

2.12.1 The procuring entity requires that the Bidders observe the highest standards of ethics during the selection and award of the consultancy contract and also during the
performance of the assignment. The tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.12.2 The procuring entity will reject a proposal for award if it determines that the consultant recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

2.12.3 Further a consultant who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.
Appendix to Information to Bidders

The following information for procurement of ERP and selection of bidders shall complement or amend the provisions of the information to bidders, whenever there is a conflict between the provisions of the information and to bidders and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the information to consultants.

Clause Reference

2.13  The name of the Client is: International Center for Reproductive Health

2.13.1 Technical and Financial Proposals are requested
The name, objectives, and description of the project are provided in the terms of reference.

2.13.2 The selection method to be use shall be determined by the highest score of the combined weighted technical and financial except where other conditions are not met as specified in the quotation document. The weight of the technical score will be 80 and the weight of the financial score will be 20.

2.13.3 The names, addresses and telephone numbers of the Client’s official(s) are:

International Center for Reproductive Health
Head Office 3rd Avenue, off Mahesh Dosh rd, Nyali Mombasa
P.O Box 91109-80103
Mombasa
0722,208,652
Email:info@icrhk.org

2.13.4 The Client will provide the infrastructure for the software

2.13.5 The estimated number of professional staff.

2.13.6 The minimum required experience of proposed professional staff is 3 years

2.13.7 Training in a specific component of this assignment

2.13.8 Bidders must submit an original and one (1) additional copies of each proposal.
2.13.9 The proposal submission address is:

**Evaluation committee**
**International Center for Reproductive Health**
**Head Office 3rd Avenue, off Mahesh Dosh road, Nyali Mombasa**
P.O Box 91109-80103
Mombasa
Email:info@icrhk.org

2.13.10 Proposals must be submitted no later than the following date and time: 1st March, 2021 COB

2.13.11 The minimum technical score required to pass is 75

2.13.12 The assignment is expected to commence on 8th March, 2021

2.14 **EVALUATION CRITERIA**

(a) **MANDATORY REQUIREMENTS**

The submission of the following mandatory items will be required in the determination of the completeness of the bid and responsiveness of bidders. Bids that do not contain all the information required will be declared non responsive and shall not be evaluated further.

<table>
<thead>
<tr>
<th>No.</th>
<th>Documents to be submitted</th>
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<tbody>
<tr>
<td>1.</td>
<td><strong>MUST</strong> attach Copy of company registration/incorporation certificate</td>
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<td>2.</td>
<td><strong>MUST</strong> attach Copy of valid Tax compliance</td>
</tr>
<tr>
<td>3.</td>
<td><strong>MUST</strong> Submission in the right format with all forms filled and rubber stamped</td>
</tr>
<tr>
<td>4.</td>
<td><strong>MUST</strong> Serialize all pages of the Technical and Financial proposal</td>
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</table>
(b) TECHNICAL EVALUATION CRITERIA

The bidders shall be evaluated in the following four categories and scored out of 100% marks.

A: The Proposal,
B: competency of staff,
C: Assignment Experience and
D: Financial capability of the firm.

### TECHNICAL EVALUATION CRITERIA

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
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<td>Item No.</td>
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<td>4.</td>
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<td>IT</td>
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<tr>
<td>HR</td>
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<tr>
<td>Finance</td>
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<tr>
<td>Management</td>
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<td>5.</td>
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<tr>
<td>Financial Capacity</td>
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<tr>
<td>Total</td>
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</table>

NOTE: The pass mark to proceed for further evaluation stage shall be 75 marks. Evaluation shall be done based on the evaluation criteria provided.
SECTION III: - TECHNICAL PROPOSAL

Notes on the preparation of the Technical Proposals

3.1 In preparing the technical proposals the bidder is expected to examine all terms and information included in the RFP. Failure to provide all requested information shall be at the Bidders own risk and may result in rejection of the consultant’s proposal.

3.2 The technical proposal shall provide all required information and any necessary additional information and shall be prepared using the standard forms provided in this Section.

3.3 The Technical proposal shall not include any financial information.
CONTENTS OF THE TECHNICAL PROPOSAL

1. Technical proposal submission form
2. Firms references
3. Team composition and Task assignments
4. Format of curriculum vitae (CV) for proposed Professional staff
5. Comments and suggestions of Bidders on the Terms of reference and on data, services and facilities to be provided by the procuring entity
6. Description of the methodology and work plan for performing the assignment includes presentation of software
7. Activity (work schedule)
1. TECHNICAL PROPOSAL SUBMISSION FORM

[___________ Date]

To: ___________________________[Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide ERP system for ICRH in accordance with your Request for Proposals dated ________________[Date] . We are hereby submitting our quotation, which includes this Technical Proposal and a financial proposal sealed under a separate envelope.

We understand you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

_________________________________[Authorized Signature]:

_________________________________[Name and Title of Signatory]

:_________________________________[Name of Firm]

:_________________________________[Address:]
# 2. FIRM’S REFERENCES FORMAT

Relevant Services Carried Out in the Last Five Years
That Best Illustrate Qualifications

<table>
<thead>
<tr>
<th>Assignment Name</th>
<th>Country</th>
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<tbody>
<tr>
<td>Client Name</td>
<td>Location Within Country</td>
</tr>
<tr>
<td>Client Address</td>
<td>Professional staff Provided by our Firm</td>
</tr>
<tr>
<td>Client Contact Person</td>
<td>Number of staff months</td>
</tr>
<tr>
<td>Start date</td>
<td>Client/entity profiles</td>
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<td>End date</td>
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<td>Approximate value of services /contract</td>
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<tr>
<td>Name of associated firm</td>
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<tr>
<td>Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:</td>
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<tr>
<td>Narrative Description of project:</td>
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<tr>
<td>Description of Actual Services Provided by Your Staff:</td>
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Firm’s name:
Name and title of signatory:

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<tr>
<th>Proposed Position:</th>
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<tr>
<td>Name of Firm:</td>
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<td>Name of Staff:</td>
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<td>Profession:</td>
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<td>Date of Birth:</td>
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<td>Years with Firm:</td>
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<td>Membership in Professional Societies:</td>
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<td>Key Qualifications and experience for the work</td>
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<td>Academic qualifications</td>
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<td>Professional qualifications</td>
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<tr>
<td>Other qualifications</td>
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</table>
SECTION IV - FINANCIAL QUOTATION STANDARD FORMS

CONTENTS OF FINANCIAL QUOTATION

1. Financial proposal submission Form
2. Summary of costs
1. FINANCIAL PROPOSAL SUBMISSION FORM

________________________[ Date]

To: ______________________________________
________________________
________________________

[Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide ERP system for ICRH in accordance with your Request for Proposals dated (__________________) Our attached Financial quotation is for the sum of (_________________________________________________________________) [Amount in words and figures] inclusive of the taxes.

We remain,

Yours sincerely,

____________________[Authorized Signature]

____________________[Name and Title of Signatory]:

____________________[Name of Firm]

____________________[Address]
The financial quotation should be clustered as follows

<table>
<thead>
<tr>
<th>Item no.</th>
<th>Description</th>
<th>HR module</th>
<th>Procurement, Fixed assets &amp; Inventory mat module</th>
<th>Finance module</th>
<th>ICT module</th>
<th>Fleet management module</th>
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<tbody>
<tr>
<td>1</td>
<td>Software cost</td>
<td></td>
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<tr>
<td>2</td>
<td>Installation and Training Cost</td>
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<tr>
<td>3</td>
<td>Renewal cost/ Upgrade/ maintenance</td>
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<td>Total</td>
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INTRODUCTION

ICRH Kenya is an independent organization established in the year 2000. We deal with many aspects of Reproductive Health: Mother and Child Health, Sexual and Gender-based Violence, Sexually Transmitted Infections, HIV and AIDS prevention, treatment and care, Adolescent Health, improving services in resource-poor settings that serve also the vulnerable populations. More information is available on the organization’s website “www.icrhk.org”

All ICRHK projects are donor funded and are implemented from our main office located in Mombasa and sub-office in Nairobi. Additionally, there are 6 clinical services centers located in Mombasa and Kilifi counties. The organization’s processes involves undertaking numerous project activities across different areas in the country. These project activities are carried out by over 80 highly qualified employees.

ICRHK project activities require enterprise management system through a centralized, distributed web-enabled platform. From this platform key personnel and staff can interact, request and access key documents for a prompt, efficient and effective delivery of services.
ICRHK proposal is to develop an interactive, user-friendly management system (ERP) for human resource and payroll management, accounting and budgeting, and inventory and store management.

**The overall Purpose of the automated management system**
The purpose of this consultancy is to introduce a user-friendly online management system to improve human and financial resources management and timely decision making using an automated standardized and centralized system. It’s anticipated the proposed new system will have the following advantages:

- Act a repository for human resource.
- Improve reporting for better and prompt decision making.
- Standardize human and financial resources reporting.
- Ensure ICRHK have a smooth workflow process.
- Automation of the daily ICRHK processes.

**Objectives of the assignment**
To develop an automated human and financial management system (ERP) that will enhance efficiency in ICRHK daily processes in the key department including Finance, human resource, Procurement, project management, ICT and store (Inventory) management to promote timely and effective running of the daily processes and quick decision making.

**Scope of the Work/ Assignment**
In performing the assignment, the consultant shall address the following key issues:

- Interact with existing system and review ICRHK day to day processes across all departments to inform baseline and use this to advice on needs and develop and inception plan.
- Develop a web-based management system within 60 days of the needs assessment plan.
- Roll out and implement the management system (ERP) within the stipulated time.
- Provide the required training and support to ICRHK management and staff to effectively utilize the system.

**Features of the online automated management system**
Implement the management system (ERP) with the following, but not limited to, features:

<table>
<thead>
<tr>
<th>No</th>
<th>Process</th>
<th>Specifications</th>
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</table>
| 1  | Employee profile            | • Manage employees profile  
• Manage employees details, contacts, dependents, next of kin, education, experience  
• Attach an employee to a pre-defined project, department, job category, employment status |
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| **2** | **Leave Management** | • Specify employees basic pay, pay grade & step  
• Benefits and deductions at an employee level  
• Customized leave type  
• Employee leave entitlement  
• Carry forward leave to next period  
• Specify work weeks (full day or non-working day)  
• Apply for leave online  
• View leave schedule in a calendar  
• Delegate responsibility when on leave and person standing in accepts responsibility  
• Supervisor approves leave online  
• HRT approves the leave online  
• Automatic leave notifications sent to all parties at every step of the application workflow  
• Tracking remaining leave days  
• Timesheets filled, signed and submitted online |
| **3** | **Employee self service** | • Employees can login with email and password/biometrics  
• View and download pay slips and P9  
• Apply for leave online  
• View HR policy documents  
• View the serialized ICRHK forms  
• Request for items for approval to supervisor |
| **4** | **Payroll processing & management** | • Calculate deductions and applicable reliefs  
• Specify custom formulas (bracket-based or fixed) for calculation of deductions  
• Calculate benefits and applicable benefit taxes  
• Process payroll on multiple employees on the click of a button  
• Generate pay slips branded with ICRH logo  
• Maintain a master payroll of all employees  
• Employee apply for advance online  
• KRA, NHIF, NSSF, SACCO compliant |
| **5** | **Accounting and Budgeting** | • Online submission of requisitions, expenditure approval and authorization  
• Online submission of liquidation and authorization  
• Supplier invoice module |
| **6** | **Fixed assets and store management** | • Tracking of all ICRHK assets available in the store  
• Summary of assets per category or location  
• Being able to know how many laptops, printers and computers available and given to staff |
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|   | • Reports on the inventory per department e.g. ICT items, Procurement items etc.  
|   | • Provide for online material requisition, stock issuance, goods received notes, stock counts, stock transfers and adjustments.  
|   | • Disposal of obsolete & Unserviceable assets  
| 7. | Procurement | • Procurement planning  
|   |   | • Purchase requisition  
|   |   | • Quotation analysis  
|   |   | • Online submission of Purchase orders, expenditure approvals and authorization.  
|   |   | • Invoice management  
|   |   | • Vendor management, appraisal and Prequalification list management  
|   |   | • Contract management.  
| 8 | ICT | • Support and troubleshooting ticketing  
|   |   | • Distribution of ICT equipment and tracking them  
|   |   | • Management of hardware and software  
| 9 | Fleet management | • Staff can log in their request online  
|   |   | • Tracking of transportation. This will assist in vehicle scheduling, route planning and also improve vehicle maintenance.  
| 10 | Project management | • Develop their work plans, track budget vs. expenditure, and allocate budget line on their requisitions. The system will enable team track all the activities of each project and deliverable/Outcomes  

**Terms of management system (ERP) implementation**

- The implementation will take a maximum of two months (60 calendar days) from the date of sign off.
- Provide a high security and cost-effective online portal.
- The consultant will provide at least six months free post implementation support to ICRHK.
- The management system that will be designed must be compatible with Microsoft Server and PC operating system *(windows 10)*.
- The consultant will provide proper documentation for all the modules installed to ICRH.
- Training of staff on (a) using the system and (b) management and maintenance of the system

**Competencies of the consultant**

ICRH will select a consulting firm / Individual Consultant to undertake the consultancy on a competitive basis. The consultant firm/individual should have:

- Degree in Information Technology or a related course.
- At least 8 years developing software/applications for organizations.
Facilitation and training experience.
Highly developed analytical skills, with the ability to apply creative solutions to complex problems.
Ability to maintain confidentiality.
Ability to create effective and efficient systems for gathering and analyzing data.

**Supervision/ ICT support to the Consultant**
- The Consultant will work closely with the IT manager and report to the assigned person by ICRHK senior management person.
- The consultant will host or advise who will host the system.
- ICT department will provide the consultant with the requisite access rights to install and configure the system.

**Application Requirements**
- A detailed resume and portfolio containing consultants or firm’s qualifications and experiences with samples of previous work (e.g. web links to previous work). Include key project person’s CVs and links to projects they worked on.
- A reasonable financial and technical proposal based on the deliverables outlined in the TOR.
- Proposed timeline of delivery.
- Email addresses and phone numbers of two accessible referees familiar with the candidate’s work.

**Application Process**
Applicants should send their Technical and Financial proposals in one sealed envelope marked “ICRHK/AUTOMATION/2021” and “DO NOT OPEN, EXCEPT IN PRESENCE OF THE OPENING COMMITTEE” to the address below;

**Evaluation committee**
International Center for Reproductive Health
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