SALARIES AND REMUNERATION COMMISSION

QUOTATION No. SRC/Q/62/2018-2019 FOR CONSULTANCY AGREEMENT TO
DESIGN, DEVELOP AND RE-ENGINEER SALARIES AND REMUNERATION
COMMISSION INTRANET

Publication date: 04/06/2019
Close date: 13/06/2019

Salaries and Remuneration Commission was established to fulfill a constitutional mandate of
serving Kenyans by setting and reviewing the remuneration and benefits of state officers, and to
advice the national and county governments on remuneration and benefits of all other public
officers.

Salaries and Remuneration Commission invites, QUOTATION NO. SRC/Q/62/2018-2019:
FOR CONSULTANCY AGREEMENT TO DESIGN, DEVELOP AND RE-ENGINEER SALARIES
AND REMUNERATION COMMISSION INTRANET AT SRC OFFICES. The successful bidder
will be required to provide services for a period of one year, of which the contract is renewal for
one more year subject to satisfactorily performance.

Bidders shall submit the quotation as per the instruction on the Request for Quotation Form
(RFQ) attached.

INTRANET RE-ENGINEERING

Background Information

The Salaries and Remuneration Commission intend to procure the services of a consultant to
undertake the re-engineering of the existing Commission's Intranet to realize the below outcomes
among others:

a) Design, develop and integrate a case management system workflow with the
Commission’s Intranet as per the Terms of Reference (TOR);
b) Review, update and re-design the Online Leave workflow as per the TOR; and
c) Develop an interactive Intranet portal as per TOR.

Case Management System

A case management system is an integrated IT system, which helps to consolidate all the
information that is pertinent to a case. The system also supplies any and all the tools that may
be necessary for a follow up on the matter including previous communications, supporting
documents and when a case was resolved and what communication made and by who etc.

Objective:

The objective of the project is to implement a Case Management system for the Commission
that provides a self-service portal where users can log in cases. The system shall allow SRC
to promptly log in cases, pull up previous cases, track cases, escalate cases, add associated files, Print cases per business units and present analysis through reports, resolved cases, re-open repeat cases and review the history of the case etc. A central console for proper queuing of cases will help Salaries and Remuneration Commission (SRC) monitor and manage the cases.

**Aim of the Project**

The goal of this deliverable is to have an interactive and appealing Salaries and Remuneration Commission (SRC) intranet. The Consultant is expected to show-case their best elements in delivering an excellent, suitable and desirable intranet design option for SRC.

The aim of this project is to re-engineer the existing Intranet platform and make the following workflows;

a) Intranet Interface  
b) Online leave Workflow  
c) Case Management System Workflow

**TERMS OF REFERENCE**

The Consultant should be able to develop and implement an intranet and workflows system.

**a) INTRANET PORTAL**

(i) Interactive and appealing SRC intranet design. The Consultant is expected to show-case their best elements in delivering a best suitable and desirable intranet design option for SRC. The dashboard and login page should be extremely appealing, Navigation should be easy
   - Staff News and Updates  
   - Calendars of events – Events Scheduling  
   - Staff directory – A listing of Staff Members inclusive of Department, Designations, Emails and Tel Numbers etc.  
   - Chats etc.  

(ii) Survey and Poll. Intranet should be able to conduct a survey of around 5-20 questions and a polling and vetting system should also be available. In order to give users incentive to take part in conversations and create great content, the intranet should also have the possibility to hold contests and offer online prizes and rewards.

(iii) Discussion forum. The intranet should be capable of hosting a quick high-level discussion w/o moderation of comments. A Q&A forum will allow users quickly discuss problems and issues arising and find solutions in real time. This is also an excellent forum to request for feedback from users not only on the intranet but other matters as well.

(iv) Internal job board. The intranet should have a dedicated space to post job openings from across the SRC Network.

(v) Documents handling. – Quick repository of departmental shared documents and general forms. The intranet should be a place to house research pieces across the Network and
share them with the network easily. This should be integrated with the knowledge hub described in part I. The documents should be accessible by putting them in an area that won’t get overlooked. Users should find it easy to upload documents and the ability to tag and rate content should be developed, to ensure that all documents can easily be found through a search.

b) ONLINE LEAVE WORKFLOW
   (i) Allows users to apply for leave, check their pending leave days, allow for approval and access the leave system reports. ( Entire Flow Chain Management)
   (ii) Employee Management /updates
   (iii) Effect the required restrictions and System validations
   (iv) Provide seamless flow of the approval chain.
   (v) Provide email alerts for all approvals/rejections
   (vi) Leave Balances Updates
   (vii) Usable leave reports

c) CASE MANAGEMENT SYSTEM
   (i) Should be manageable or maintainable via a user-friendly, web-based console that can only be accessed by the administrators and authorized SRC Staff
   (ii) Highly customizable workflow and console layout as determined by SRC;
   (iii) Ability to assign or reassign cases to SRC staff on a need basis
   (iv) Case Escalation Procedure if timeliness are not met
   (v) Email Notifications to users
   (vi) Iterative Case search – System should have a mechanism to retrieve cases
   (vii) Add/Upload of supporting Documents to cases
   (viii) Audit trail/tracks
   (ix) Ability to change the operational process of receiving and logging of cases and resolving problems;
   (x) Generate summary reports such as but not limited to the following:
       o list of cases received for the month;
       o Monthly statistics on how cases have been sorted or are pending etc.
   (xi) Training of Users of the System.
   (xii) Detailed Technical and Systems Administration Training for IT personnel to ensure that they gain sufficient technical skills to maintain/manage the system after the implementation.
   (xiii) Support: At least 1 year of support under a Service Level Agreement (SLA)

Delivery should include the following documents/manuals

a) User manuals
b) System manuals
c) Documented source code of the system
Deliverables

Training

- The Consultant shall conduct a training programme for all users of the systems including staff and Commissioners in order to enable them interact with the system with ease.

Reports

- Provide documentation: The Consultant shall provide a hard copy of the following documents as part of the contract:
  - Inception Report after studying the Commission’s requirements;
  - System Requirement Specifications report;
  - System and User Manuals of the system; and
  - Documented source code of the system.

System

- Case Management System workflow integrated with SRC Intranet;
- Functional and updated Online Leave workflow; and
- Interactive Intranet.

Duration of the Assignment

The Service Provider will be required to complete this assignment within 60 days from the date a Service Level Agreement is signed.

Evaluation Criteria

1.0 Mandatory Requirements (MR)

<table>
<thead>
<tr>
<th>No</th>
<th>Requirements</th>
<th>Bidder’s Response (Yes/No)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>MR1</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>MR2</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>MR3</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>MR4</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>MR5</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>MR7</td>
<td></td>
</tr>
</tbody>
</table>
7. MR8 | Duly filled and stamped confidential business questionnaire

8. MR9 | The bid document must be initialized and paginated sequentially including annexes

9. Note: Bidders are requested to attach a Valid AGPO certificate if any but it’s not a mandatory requirement.

**N/B.** Those who will meet all the mandatory requirements above, will proceed to technical evaluation.

### 2.0 Technical Evaluation

<table>
<thead>
<tr>
<th>No</th>
<th>Item</th>
<th>Weight</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Give at least three (3) customer references in respect to similar services offered; their contacts, attach copies of contracts or proof of contract. 1 Reference Letter—5 Marks 2 Reference Letter—10 Marks 3 Reference Letter—15 Marks</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The bidder must demonstrate thorough knowledge on Intranet and case management design in any institution with similar business processes as Salaries and Remuneration Commission. (20 Marks) -Demonstrated knowledge—20 Marks -No knowledge—0 Marks</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Technical specialists with at least three (3) years’ experience in the design and development of web based applications. The specialists should have the relevant certificates that indicate skills and training in software development with a bias in web applications. (15 Marks) -3 specialists with relevant certificates—15 Marks -2 specialists with relevant experience—10 Marks -1 specialist with relevant experience—5 Mark -No specialists provided—0 Marks</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Bidder must provide the implementation road map and attached Training Plan (10 Mark)</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Presentation</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td>80</td>
<td></td>
</tr>
</tbody>
</table>
**N/B**

Bidders who scores 70% and above out of the 100% in the technical capacity evaluation stage shall be invited for Oral Presentation to gauge their understanding of the assignment and should be able to demonstrate previous assignments done on the intranet and case management system. **Oral Presentation attract maximum score of 20%.**

**FINANCIAL EVALUATION**

Only Firms which passed technical evaluation will be subjected to financial evaluation.
SELF DECLARATION FORM (CORRUPTION)

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA)

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.

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 hereinaabove is true to the best of my knowledge information and belief.

.................................................. .................................................. ..................................................

(Title) (Signature) (Date)

Bidder’s Official Stamp
FORM A2 - DECLARATION FORM

Bidders are required to sign the declaration below:

The company is 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. The company or its directors have not been debarred from participating in public procurements or ineligible on account of corruption or fraudulent practices. The Products being offered in this tender is not in breach of any laws whatsoever. Finally, the company has the necessary qualifications, capability, experience, resources, equipment and facilities to provide what is being procured in this invitation to tender

Signed by: __________________________ Position: __________________________

Stamped:

Date: __________________________
**CONFIDENTIAL BUSINESS QUESTIONNAIRE**

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**
- **Postal address**
- **Nature of Business**
- **Registration Certificate No.**
- **Maximum value of business which you can handle at any one time – Kshs.**
- **Name of your bankers**
- **Branch**
- **Credit period (Minimum 30 days)**
- **Business Permit Number**
- **Tax Complaint Number**

**Part 2 (a) – Sole Proprietor**
- **Your name in full**
- **Age**
- **Nationality**
- **Country of Origin**
- **Citizenship details**

**Part 2 (b) – Partnership**

<table>
<thead>
<tr>
<th>Name</th>
<th>Nationality</th>
<th>Citizenship details</th>
<th>Shares</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Part 2 (c) – Registered Company**

- **Private or Public**
- **Nominal and issued capital of company**
  - **Nominal Kshs.**
  - **Issued Kshs.**
- **Given details of all directors as follows**

<table>
<thead>
<tr>
<th>Name</th>
<th>Nationality</th>
<th>Citizenship details</th>
<th>Shares</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Date**

Signature of Candidate
LITIGATION HISTORY

<table>
<thead>
<tr>
<th>Year</th>
<th>Award FOR or AGAINST Applicant</th>
<th>Name of client, cause of litigation, and matter in dispute</th>
<th>Disputed amount (current value Ksz.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>