

REPUBLIC OF KENYA



LAIKIPIA COUNTY GOVERNMENT

INVITATION TO TENDER

FOR

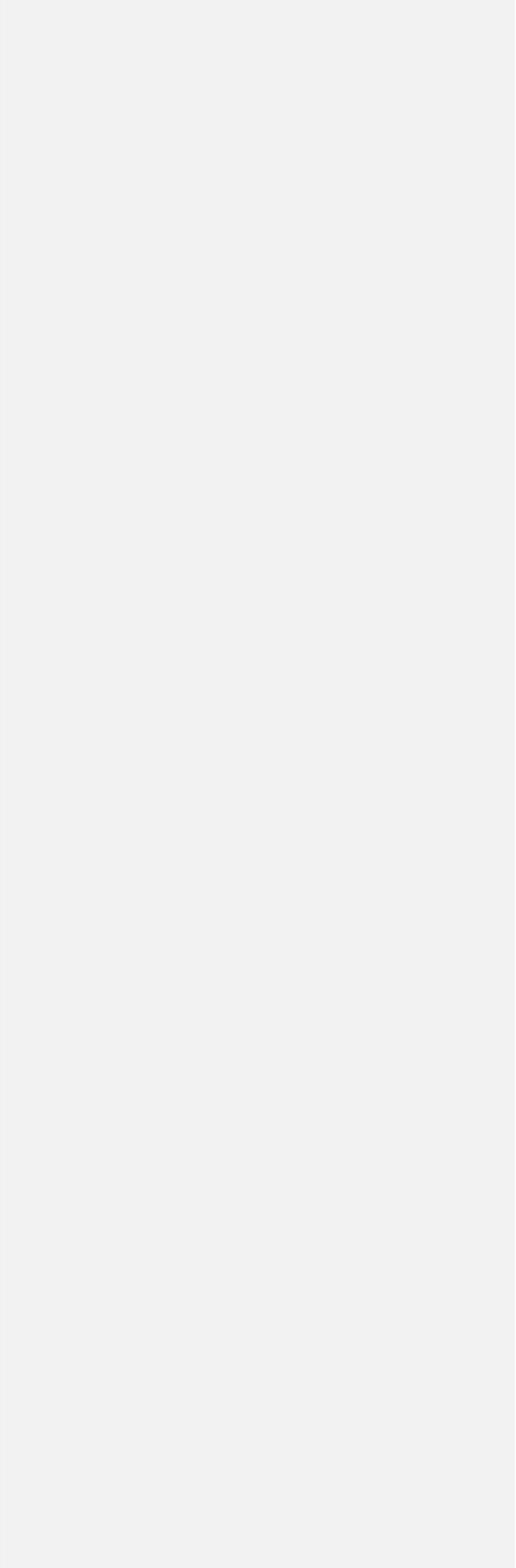
**PROPOSED SUPPLY AND INSTALLATION OF IBM
DATABASE, ANALYTICAL SYSTEM AND
INTEGRATION WITH NHIF APPROVED SYSTEMS**

LCG/B61/BH002/2017/18

**County Procurement Offices
County Government of Laikipia
P.O. Box 1271-10400,
Nanyuki**

CLOSING DATE 21ST JUNE 2018

**PROPOSALS SUPPLY, COMMISSIONING AND INSTALLATION OF
AN IBM DATABASE & ANALYTICS SYSTEM, AND INTEGRATION
WITH NHIF AND APPROVED PARTNERS' SYSTEMS**



INTRODUCTION

1. This standard Request for Quotations (SRQ) for system, design and implementation has been prepared for use by public entities in Kenya. It has been found necessary for selection of consultancy and Designers for small assignments as required by the Standard Request for Quotations Regulations.
2. This Standard Request for Quotations Consultancy and Design shall be used for such assignments by all procuring entities.
3. The general conditions of contract in the document should not be modified and instead the special conditions of the contract may where necessary be modified by the procuring entity, for use, to reflect the unique circumstances of the particular assignment.

SECTION I- LETTER OF INVITATION

To [name and address of Candidate] Date

Dear Sir/Madam,

1.1 The – (name of the procuring entity) invites proposals for the following consultancy services – (short description of objectives and scope of the assignment). More details of the services are provided in the terms of reference herein.

1.2 The request for proposal (RFP) includes the following documents;

- Section I - Letter of invitation
- Section II - Information to Candidate
- Section III - Terms of reference
- Section IV - Technical proposal
- Section V - Financial proposal
- Section VI - Standard Contract Form (where applicable)

1.3 On receipt of this SRQ (C & D) please prepares your quotation as required and return before the date and time indicated in the document.

1.4 This letter of invitation is limired to IBM partners.

Yours sincerely.

(signature, name and title of Procuring entity's official)

SECTION II - INSTRUCTIONS TO CANDIDATES

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SECTION II - INFORMATION TO CANDIDATES

2.1 Introduction

The (*name of procuring entity*) will select a candidate among those

- 2.1.1 _____ invited to submit in accordance with the method of selection detailed under this section and consistent with the regulations.
- 2.1.2 The candidates are invited to submit a technical proposal and a financial proposal for installation, commissioning of an IBM database & analytics system, and integration with nhif and approved third party systems.
- 2.1.3 In the assignment where the procuring entity intends to apply standard conditions of engagement and scales of fees for professional services, which scale of fees will have been approved by a relevant authority, a technical proposal only may be invited and submitted by the candidate. In such a case the highest ranked candidate in the technical proposals shall be invited to negotiate a contract on the basis of the set scale of fees. The technical proposals will be the basis for contract negotiations and ultimately for a signed contract with the selected candidate.
- 2.1.4 The candidates must familiarize themselves with existing systems used by the department of health in Laikipia, NHIF and third party systems such health (patient/hospital) management systems by Ministry of Health and National Government Agencies or donor-supported systems that are free to use, as well as local conditions as regards the assignment and take them into account in preparing their proposals. To obtain adequate information on the assignment and on the local conditions such as connectivity and the systems currently used by the Department of health as well as the targeted partners.

Interested candidates are encouraged to attend the briefing meeting on May 29th, 2018 at 10:00 at Nanyuki Referral Hospital with the procuring entity to receive any information that they may require before submitting a quotation.

- 2.1.5 The client will provide the inputs and services specified in the special conditions of contract needed to assist the candidate to carry out the assignment.
- 2.1.6 In addition to the IBM database and analytics system, the client expects the consultant to propose systems in the market, the costs of acquisition (licensing, customization and training) to enable the client configure a comprehensive patient, staff and financial management system.
- 2.1.7 The consultant will list clients that have utilized these proposed additional systems, while client will be at liberty to seek evidence of the performance of the proposed additional systems (or functionalities) by contacting the clients directly. Consultants should attach authorizations to the client to contact these users.
- 2.1.8 The client intends to offer the system (on a licensing fee basis) to other County Governments to utilize for implementing universal health care. The client therefore expects the consultant (and the systems owners) to include a 'no-objection' statement and indicate reasonable terms under which such authorization for proprietary systems will be granted.
- 2.1.9 The cost of preparing the proposal and negotiating the contract including any visit to the procuring entity are not reimbursable as a direct cost of the assignment. The procuring entity is not bound to accept any of the quotations submitted.
- 2.1.910 The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender.

2.2 Clarification and amendment to the RFP documents

- 2.2.1 Candidates may request clarification of any of the RFQ (C & D) documents not later than Seven (7) days before the deadline for the submission of the proposals. Any request for clarification must be sent in writing by post, fax or email to the procuring entity's address indicated in the special conditions of contract. The procuring entity will respond by post, fax or 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 candidates invited to submit proposals.
- 2.2.2 At any time before the deadline for submission of the proposals, the procuring entity may for any reason, either at its own initiative or in response to a clarification requested by any candidate amend the RFQ (C&D). Any amendment shall be issued in writing, fax or email to all invited candidates and will be binding on them. The procuring entity may at its discretion extend the deadline for the submission of the quotations.

2.3 Preparation of Quotations

- 2.3.1 The individual consultant's proposal shall be written in English language.
- 2.3.2 In preparing the Technical proposal, the candidates are expected to examine the documents consisting the RFQ (C&D) in detail. Material deficiencies in providing the information requested may result in rejection of a Quotation.
- 2.3.3 While preparing the Technical proposal, the candidate must give particular attention to the following:

- (a) If candidate considers that it does not have all the expertise required for the assignment it may suggest in the proposals other person(s) who will assist in the assignment, but they will not be party to the contract for the purpose of the performance of the assignment. A candidate will not propose other candidates invited to submit quotations for the assignment. Any candidate in contravention of this requirement shall automatically be disqualified.
- (b) For all the staff who will be involved in the assignment a candidate must indicate their responsibility in the assignment and also the staff time as necessary.
- (c) The curriculum vitae (CV) of the staff proposed must be submitted with the quotation

2.3.4 The Technical proposal shall provide the following information;

- (a) Submission letter for the proposal on official letterhead, signed by the executive officer of the firm;
- (b) The firm profile, detailing comprehensive institutional systems assignments under in the last two years, though not limited to health sector.
- (c) Experience in the health sector for the lead consultant/IBM partner or their associates with will have included advantage; consultants that will be assigned
- (d) ~~But the response of the consultant should be signed~~
- (e) A description of the system model (with technical drawing), description of the IBM applications, and the additional functionalities/systems being proposed for the comprehensive health management information system, offering front-to-back end integration with statutory and/or other client's applications. The system are divided into front-end (customer facing), patient management, staff performance management.
- (f) Description of clients where part or all of the system (if it exists) have been deployed, together with the contacts of the referees, and authority by the consultant for the client to contact them.
- (g) Capacity building plan for the client's staff.

- (h) Any additional information requested in the special conditions of contract.

2.3.5 The Technical proposal shall be separate from the financial proposal and shall not include any Financial information.

2.4 Financial Quotation

2.4.1 In preparing the financial quotation, the candidate is expected to take into account the time required in completing the assignment as outlined in the RFQ (C&D). The financial proposal will be in the following parts, namely:

- a) Submission letter indicating total fees, with detailed breakdown as follows:
- b) cost of licenses,
- c) cost of customization/configuration and installation at client's sites;
- d) training costs;
- e) annual maintenance fees, with third party costs (such as telcos connectivity);
- f) recommended hardware costs or recurring OPEX costs ;
- g) items or tasks that will attract additional fees, with the rates clearly indicated (per man-day) or month.

- h) The financial quotation may also include other costs as necessary, which will be considered as reimbursable. It will then give the total cost of the assignment.

2.4.2 The Financial quotation should include the payable taxes.

2.4.3 The fees shall be expressed in Kenya Shillings.

2.4.4 The Financial quotation must remain valid for 60 days after the submission date. During this period the candidate is expected to keep available at his own cost any staff proposed for the assignment. The procuring entity will make best efforts to complete negotiations within this period. If the procuring entity wishes to extend the validity

period of the quotation, the candidates who do not agree, have the right not to extend the validity of their quotations.

2.4.5 The financial quotation must comply with the law governing the profession of the candidate.

2.5 Submission, Receipt and opening of quotations

2.5.1 The technical proposal and the financial quotation (if required) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the candidates. Any such corrections must be initialed by the candidate.

2.5.2 For each quotation the candidates shall prepare the quotations in the number of copies indicated in the special conditions of contract. Each Technical proposal and Financial quotation shall be marked "ORIGINAL" or "COPY" as appropriate. If there are any discrepancies between the original and the copies of the quotation, 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 in a sealed envelope duly marked "FINANCIAL QUOTATION". Both envelopes shall be placed in an outer envelope and sealed. This outer envelope shall bear the procuring entities address and other information indicated in the appendix to the instructions to candidates and clearly marked "DO NOT OPEN before (day, date and time of submission of the quotation)"

2.5.4 The completed Technical proposal and Financial quotations must be delivered at the submission address on or before the time and date of the submission of the quotations indicated in the appendix to the instructions to candidates. Any quotations received later than the closing date for submission of quotations shall be rejected and returned to the candidate unopened. For this

purpose the inner envelope containing the technical and financial quotations will bear the address of the candidate submitting the quotations.

2.5.5 After the deadline for submission of quotations the outer envelope and the technical quotations shall be opened immediately by the opening committee. The financial quotations shall be marked with the candidates number allocated at the time of opening the outer envelope and the technical proposals but shall remain sealed and in the custody of a responsible officer of the procuring entity up to the time set for opening it.

2.6 Evaluation of the Quotations (General)

2.6.1 From the time the quotations are opened to the time of the contract award, if any candidate wishes to contact the procuring entity on any matter relating to the quotation should do so in writing at the address indicated in the appendix to the instructions to candidates. Any effort by an candidate to influence the procuring entity's staff in the evaluation of quotation companion proposals or awards of contract may result in the rejection of the candidate quotation.

2.6.2 The Technical evaluation committee shall have no access to the Financial quotation, which in any case will remain sealed, until the technical evaluation is concluded or finalized.

2.7 Evaluation of Technical Proposals

2.7.1 The evaluation committee appointed by the procuring entity to evaluate the quotations shall carry out the evaluation of technical proposals following the criteria set out in the terms of reference based on the following points criteria

1.	The firm profile, detailing comprehensive institutional systems assignments in the last two years, though not limited to health sector.	10
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2.	Experience in the health sector for the lead consultant/IBM partner or their associates with will have an added advantage;	5
3.	Curriculum vitae of the consultants that will be assigned this project. Lead consultant to hold at least a bachelors' degree in an ICT field.	10
4	A description of the system model (with technical drawing), description of the IBM applications, and the additional functionalities/systems being proposed for the comprehensive health management information system, offering front-to-back end integration with statutory or other clients applications. The system is divided into front-end (customer facing), integration, Mobile Device Management, performance management (each component 10 marks)	40
5	Description of clients where part or all of the system (if it exists) have been deployed, together with the contacts of the referees, and authority by the consultant for the client to contact them (each client 2.5 marks)	15
6	Capacity building plan for the client's staff.	10
	Total technical	100

2.7.2 Any quotation which will be examined and found not to comply with all the requirements for submission of the quotations will be declared non-responsive. All the quotations found to have complied with all the requirements for submission of quotation shall be declared responsive by the evaluation committee

2.7.3 Each responsive quotation will be given a technical score (ST). Any technical proposal which fails to achieve the total minimum score indicated in the appendix to the information to tenderers shall be rejected at this stage and will not proceed to the next stage of evaluation. The respective financial quotation will be returned to the individual consultant unopened.

2.7.4 The technical evaluation may be simplified where the assignment is not complex in which case merit points will not be used.

2.8 Opening and Evaluation of Financial Quotation

2.8.1 After completion of the evaluation of Technical proposals the procuring entity shall notify the candidates whose proposal did not meet the minimum technical score or were declared non responsive to the RFA (C&D) and terms of reference. The notification will indicate that their financial quotations shall not be opened and will be returned to them unopened after the completion of the selection process and contract award. At the same time, the procuring entity shall simultaneously notify the candidates who have secured the minimum technical score that they have passed the technical qualifications and inform them the date and time set by the procuring entity for opening their financial quotations. They will also be invited to attend the opening ceremony if they wish to do so.

2.8.2 The financial quotations shall be opened by the procuring entity in the presence of the candidates who choose to attend the opening. The name of the candidate, the technical score or the technical evaluation result and the proposed fees shall be read out aloud and recorded. The evaluation committee shall prepare minutes of the opening of the financial quotation.

2.8.3 The formulae for determining the financial score (SF) unless an alternative formula is indicated in the appendix to the information to tenderers shall be as follows:

$$Sf = 100 \times fm/f \text{ where}$$

Sf is the financial score
Fm is the lowest fees quoted and

F is the fees of the quotation under consideration.

The lowest fees quoted will be allocated the maximum score of 100. The financial proposal will score upto 20 points to be added to the financial proposal.

2.8.4 The candidate's quotations will be ranked according to their combined technical score (st) and financial score using the weights indicated in the evaluation criteria, where technical scores are upto 80 points and financial scores upto 20 points.

Commented [Gm1]: Njenga – please confirm if okay

The candidate achieving the highest combined technical and financial score will be invited for negotiations.

2.9 Negotiations

2.9.1 Negotiations will be held at the same address indicated in the appendix to the information to candidates. The purpose of the negotiations is for the procuring entity and the candidate to reach agreements on all points regarding the assignment and sign a contract.

2.9.2 The negotiations will include a discussion on the technical proposals, the proposed methodology and work plan, staff and any suggestions made by the candidate to improve the Terms of reference. The agreed work plan and Terms of reference will be incorporated in the description of the service or assignment and form part of the contract.

2.9.3 The negotiations will be concluded with a review of the draft contract. If negotiations fail, the procuring entity will invite the candidate whose proposal achieved the second highest score to negotiate a contract, provided the candidate has scored at least 65% of the total score of 100%.

2.10 Award of Contract

2.10.1 The contract will be awarded before commencement of negotiations. After negotiations are completed the procuring entity will promptly notify the other candidates

that they were unsuccessful and return the financial quotations of the candidates who did not pass technical evaluation.

2.10.2 The selected candidate is expected to commence the assignment on the date indicated in the appendix to the instructions to tenderers or any other date agreed with the procuring entity at the time of the contract award. Both parties will sign the contract.

2.11 Confidentiality

2.11.1 Information relating to evaluation of quotations and recommendations of contract award shall not be disclosed to the candidates who submitted the quotation or to other persons not officially concerned with the process, until the winning candidate has been notified that he/she has been awarded the contract.

SECTION III - TERMS OF REFERENCE (TOR)

- i. (such as telcos connectivity);
- ii. recommended hardware costs;
- iii. Items or tasks that will attract additional fees, with the rates clearly indicated (per man-day) or month.

SECTION VI - STANDARD FORMS

STANDARD CONTRACT FORM

The contract form shall be completed by the procuring entity after the award of the contract and negotiation of the contract. It will be signed by both parties pursuant to the information to Candidates clause 2.10.2

TERMS OF REFERENCE

**PROPOSALS SUPPLY, COMMISSIONING AND INSTALLATION OF
AN IBM DATABASE & ANALYTICS SYSTEM, AND INTEGRATION
WITH NHIF AND APPROVED PARTNERS' & STATUTORY SYSTEMS**

BACKGROUND

The health infrastructure consists of five (5) hospitals, with two (2) county referral hospitals at Nanyuki and Nyahururu and three (3) sub county hospitals at Doldol, Kimanjo and Rumuruti. The county has 8 public health centres and 54 public dispensaries. In addition, there are 3 private hospitals, 1 nursing home; 1 private health centre, 6 private dispensaries and 33 private clinics. The doctor-population ratio stands at 1:12,500 while the nurse-population ratio is 1: 1,000 thus sustained funding is needed to maintain and improve the current level of health services, facilitate development of health infrastructure to improve capacity to deliver health services and recruit more health personnel to ensure that the county continues to cope with the demand for accessible and quality health services.

Health services in the County are primarily provided by the County Government. Other actors in the provision of health services include the National government, Faith Based Organizations (FBO) and privately-owned facilities. The County Government remains the main source of health financing. Other actors in health financing include the National Government, NGOs, donors through national donor funded programs, and to a smaller extent, well-wishers.

The average distance to health facilities is six kilometres. There are about 10 per cent of the households lying in the range of zero to one kilometer from the nearest health facility; while 40 per cent lie within the range of 1.1 to 4.9 Km. The remaining 50 per cent of households are found over five kilometers to the nearest health facility.

The County Department of Health is charged with developing local health policies laws and programs and coordinates their implementation. We also coordinate implementation of national

health policies and laws at the county level and provision of effective and accessible health services. This responsibility is discharged in the Department through day to day management of human resources for health, overseeing the management and governance of county health services and facilities, provision of health products, and utilization of funds allocated to facilitate development and equipment of health facilities.

The County Department of Health also acts as a repository of data, statistics and information related to health in the county for both internal and external use to aid in making, policies, laws and planning in health. In addition, the department is charged with coordinating public and private sector health programs within the county, and working hand in hand with these stakeholders to realize shared goals.

The County has collected household data in partnership with Amref for enrolment into National Hospital Insurance Fund (NHIF) and County flagship programs for raising household wealth, and has been in discussions with and Ministry of Health and suppliers such as KEMSA and MEDS, and other commercial health care systems providers to create a comprehensive universal health care management system/platform. In addition, the C .

STRATEGIC OBJECTIVES OF THE HEALTH SECTOR

The strategic objectives of the health sector are linked to Kenya's health policy. These objectives include:

- Reduce morbidity and mortality in Laikipia County due to communicable conditions;
- Halt and reverse the rising burden of non-communicable conditions;
- Reduce the burden of violence and injuries;
- Provide essential health services;
- Minimize exposure to health risk behaviours; and,
- Strengthen collaboration with health related sectors

HEALTH MISSION

To build a responsive, patient-centered and evidence based health system for accelerated attainment of highest standards of health to

all in Laikipia County and promote Health Outcomes and Health Promotion Policies which result in citizens receiving **health care services with dignity**.

To support the Principles of Health Services Delivery articulated in the Laikipia County Health Services Bill 2014.

- (a) Management of health services shall adopt a health systems approach as prescribed by World Health Organization;
- (b) Health services shall be available, accessible, acceptable, affordable and of good quality and standard;
- (c) Health rights of individuals shall be upheld, observed, promoted and protected; and
- (d) Provision of health services shall focus on health outcomes.

OBJECTIVE

To provide a comprehensive health services management system that has the following components;

1. IBM database;
2. IBM analytics;
3. Integration capability to integrate with other existing systems in the county as well as third party systems
4. Capability to register county citizens and integrate with NHIF to register them on the NHIF system
5. IBM Mobile Device Management

SCOPE/DELIVERABLES

Key tasks of the project will include the following:

1. IBM database installed and configured;
2. IBM analytics system installed and configured;
3. Integration system full configured to integrate with existing systems and other third-party systems
4. System in place to register all county citizens on a platform integrated with NHIF
5. IBM Mobile Device Management installed and configured to protect all county mobile devices to be used to support the health management objectives

6. Staff trained and handed over the management of the system;

STATUTORY / MANDATORY REQUIREMENTS

1. Certificate of Company/Firm registration
2. Tax compliance certificate
3. Details of directorship/ownership with respective shareholding and details of citizenship
4. Audited accounts for the last two (2) years **(within 2014 and 2017)**
5. Duly signed commitment letter for one year warranty provision and free 24 hours maintenance and support for the same period.
6. Original bid bond / tender security valid for 120 days from the date of closing the tender from a reputable bank/ duly signed declaration for reserved group
7. Proven physical location and address of the firm
8. Statement of verification that the Firm is not debarred in the Matter of Public Procurement and Asset Disposal Act 2015.
9. Power of attorney in case of joint venture

