



REQUEST FOR PROPOSAL (RFP) FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF KENYA ASSOCIATION OF MANUFACTURERS (KAM) ENTERPRISE RESOURCE PLANNING (ERP) PLATFORM

Invitation to Submit Proposal

August 11, 2020

Subject: RFP for Design, Development, Implementation and Support of Kenya Association of Manufacturers (KAM) Enterprise Resource Planning (ERP) Platform

You are requested to submit a proposal for consulting services in respect of the above referenced subject. Your proposal could form the basis for a contract between your firm and the Kenya Association of Manufacturers (KAM).

To enable you to submit a proposal, please find enclosed:

- a) Annex I: Proposal submission: Description of requirements for proposal submission;
- b) Annex II: Terms of Reference (TOR), containing a description of KAM requirements for which these services are being sought.

In case you need clarification on the RFP kindly feel free to contact us through procurement@kam.co.ke. We will be more than willing to share and clarify on any query regarding the project. Kindly make sure you have the words **KAM ERP** in the subject of the email.

Note:

This letter is not to be construed in any way as an offer to contract with your firm/ institution.

Yours Sincerely,

Phyllis Wakiaga
Chief Executive

ANNEX I

Manner of submission

1. Your proposal shall be prepared in the English Language
2. Your proposal shall comprise the following documents:
 - a) Technical component and
 - b) Financial (price component)
3. Your proposal shall be prepared in duplicate with one marked “original” and the other marked “copy”. In the event of any discrepancy between them, the original shall govern.
4. Please insert dates and address as necessary

Content of Proposal

1. Technical Component

- i. Description of the firm and the firm’s qualifications;
- ii. Copy of Company Certificate of incorporation
- iii. Statutory KRA PIN and VAT certificate copies
- iv. Up to date tax compliance certificate
- v. Brief description of Understanding of the requirements for services, including assumptions;
- vi. Proposed approach and methodology;
- vii. Proposed team structure;
- viii. Proposed project team members;
- ix. Executive brief of relevant similar projects undertaken in the past 5 years.

2. Financial (Price Component)

- i. A summary of the price;
- ii. The period of its validity;
- iii. Taxes

Payment terms (provisions)

Kenya Association of Manufactures policy is to pay for contractual services based on performance of contractual services rendered. **For this task, KAM intends to make all payments upon completion of the assignment**

Evaluation of proposals

A two stage procedure will be utilized in evaluating the proposals, with evaluation of the Technical component being completed prior to any price component. Scores will be awarded for the technical proposal.

The price component proposal will be opened only for those firms/ institutions whose technical component meets the requirements for the assignment, as indicated by a score of more than 70%.

Deadline for Submission

The proposals are to be submitted to **KAM House 5th floor. 15 Mwanzi Road, Opp Westgate Mall by August 31, 2020, at 12.00 p.m. Late submissions will not be opened.**

Please Label the Envelope “KAM ERP”

ANNEX II

Terms of Reference for Design, Development, Implementation and Support of Kenya Association of Manufacturers (KAM) Enterprise Resource Planning (ERP) Platform

INTRODUCTION

The Kenya Association of Manufacturers (KAM) was established in 1959 as a private sector body and has evolved into a dynamic, vibrant, credible, and respected business membership association that unites industrialists and offers a common voice for businesses.

KAM provides an essential link for co-operation, dialogue and understanding with the Government by representing the views and concerns of its members to the relevant authorities. In pursuit of its core mandate of policy advocacy, KAM promotes trade and investment; upholds standards; and encourages the formulation, enactment and administration of sound policies that facilitate a competitive business environment and reduce the cost of doing business.

OBJECTIVE

The main objectives of hiring the consultant for this assignment are as follows:

- a) Development of web enabled integrated Enterprise Resource Planning (ERP) solution for supporting KAM regular operations which include and not limited to Project Management Information System, Financial Management Information System, Contract Management Information System, Procurement Management Information System, Membership Management System and Admin and Human Resource Management Information System (HRMIS).
- b) Establish and maintain a robust Online, Real-time, Web Based, Database Monitoring System (ORDBMS) that enables to get real time data and statistics available for timely decision, policy making, monitoring and project implementation for the KAM related activities and service delivery.
- c) The ERP solution should provide information on the following areas
 - i. Legal and policy environment and matters that affect Kenyan, EAC and other manufacturers.
 - ii. Economic, industrial and trade statistics relevant to the manufacturing sector and its sub sectors.
 - iii. Business prospects in Kenya and EAC for sourcing and supply markets.
 - iv. Trade statistics that are relevant to manufacturers in Kenya from a regional perspective.
 - v. Online interaction between manufacturers themselves and the association.
 - vi. Automation of KAM Workflows
- d) The HR management system should support operation on Personnel Management (Personal Data, Leave Management, Travel Management, Payroll Management,

Performance Evaluation), Time Management, Personal Development (Trainings, Performance Evaluation), Document Management System (Store and Search Document, access control), Payroll and Tax calculation.

- e) Strengthen the monitoring capacity of the organization based on different projects for proper decision-making support to top managers.

Scope of work

The qualified contractor shall provide services to design, develop, and deploy a customized enterprise resource planning software that will operate in real-time the transactions processing system of KAM Secretariat and its network of entities. An emphasis must be put on implementing a centralized system allowing secure operation on premise and remotely for internal users as well as partners and Members

The ERP should contribute to minimize and ideally eliminate paper documents and manual processing to digitalize all business processes in the scope financial, human resources, procurement chain, the Secretariat-Membership relationship management.

Implementation of new or changed business processes will affect users in the Secretariat and the membership and require change in the functional processes followed. During implementation, the contractor will help in creating and maintaining effective communication and change management vital to the successful adoption of the new or changed processes. The contractor shall undertake change management to ensure the successful implementation and usage of the new solution by staff. The contractor should detail out a change management focused on proper implementation of the new solution.

The qualified contractor shall assist KAM to:

- Migrate all existing data to the new platform.
- put in place a secure infrastructure that will host the new solution.
- Assist KAM with the change management process including the training material.

Expected Results

The expected deliverables for this project will be:

- a) An integrated management of core business processes (core model) for the KAM Secretariat, Partners and Members
- b) An enterprise resource planning (ERP) customized to support the core business processes model and local policies.
- c) Data Migration from existing systems
- d) Automation of manual processes where applicable.
- e) Integration with the Document Management repositories in SharePoint 2019
- f) Assistance to define changes to be managed and the execution plan to manage. This assistance also includes defining the number of user licenses needed.
- g) Training of functional key users
- h) Training of technical key users and assistance for certification if needed
- i) Training of end users
- j) Documentation including but not limited:
 - Project charter

- Business Process Blueprint Document.
 - ERP Gap analysis document
 - Security & Control Specifications
 - Hardware and networking plan
 - Data migration strategy document
 - Customized user manual
 - System maintenance and administration procedures
 - Cutover strategy document
 - Installation procedure document
 - Risk profile and mitigation/intervention procedures
 - System Acceptance Testing test scripts
 - User Acceptance testing test scripts,
 - System integration Testing test scripts,
 - Performance and volume tests scripts
- k) Detailed planning documentation needed for the preparation and execution
- l) Approach to managing the entire effort end-to-end, covering all project phases, from initiation through planning, execution, and closure, including but not limited to it:
- Detailed design and scoping of the project implementation plan, including but not limited
 - A detailed project timeline
 - Overall implementation plan and work plan (in phases)
 - Migration plan
 - Testing plan
 - Training plan
 - Cut over and commissioning plan
- m) Ongoing support and maintenance of the solution for a minimum period of 5 years including the Service Level Agreement for support (post deployment of project)

Methodology

The consultant shall follow one of the agile methodologies of software development. The rapid module development is expected to create iterations with the users and continuous feedback helps the delivery faster. The best part of this methodology is short time boxes, known as iterations, which happen to last from one week to one month.

APPROACH

The company will work under the direction of the CEO of KAM, and the Finance and Operations department. KAM will provide documents to the consultant as necessary.

TIME SCHEDULE AND LEVEL OF EFFORT

The assignment will be carried out over a period of **4 Months**. The period can be extended by the KAM CEO if deemed necessary.