Terms of Reference (TOR)
KAM E-BOARD SOLUTION

1. About KAM

Kenya Association of Manufacturers (KAM) is a Business Membership Organization established in 1959 to unite industrialists and serve as a common voice for manufacturing and other values add sectors in Kenya. KAM has over 1,300 members grouped into 14 industrial sectors and spread across the country.

The Association provides an essential link for cooperation, dialogue, understanding with the government, promoting trade and investment, upholding standards, and representing the views and concerns of its members to the relevant authorities at country, national and EAC

2. Introduction

KAM seeks proposals from qualified vendors to provide an electronic board (E-Board) solution. The E-Board is expected to digitize and streamline KAM's board operations, improving efficiency, security, and accessibility for board members.

3. Background

KAM represents and promotes the interests of manufacturers in Kenya, advocating for policies that create a conducive environment for industrial development. The implementation of an E-Board will enhance decision-making, document management, secure communication, and reduce reliance on paper-based processes.

4. Objectives

KAM's objectives for the E-Board solution include:

- **Digitization of Board Operations**: Automate document sharing, meeting scheduling, and secure communication.
- **Enhanced Security and Compliance**: Ensure data protection and access control to maintain confidentiality.
- **Improved Collaboration**: Facilitate real-time collaboration and information sharing among board members.
- **Environmental Impact**: Reduce paper usage and promote sustainable practices.

5. Scope of Work

The vendor will be responsible for the following:

- **Needs Assessment and System Customization**: Customize the E-Board platform based on KAM's requirements.
- **Deployment and Integration**: Implement the E-Board system, integrating it with existing ICT infrastructure as needed.
- **Testing and Quality Assurance**: Ensure the platform functions smoothly, meets security standards, and performs well.
- **Training and Support**: Provide training for board members and ICT staff and offer ongoing support and maintenance.
- **Maintenance and Updates**: Establish a maintenance schedule, including software updates and technical support.

6. Functional Requirements

The proposed E-Board solution should include, but is not limited to, the following features:

- **Document Management**: Secure storage, version control, and access control for documents.
- **Meeting Management**: Scheduling, agenda creation, and automated meeting reminders.
- **Communication Tools**: In-platform messaging, video conferencing, and notifications.
- **Voting and Polling**: Enable voting on decisions with secure, auditable logs.
- **Access Control and Security**: Role-based access, multifactor authentication, and data encryption.
- **Audit Trail**: Track actions taken within the platform for compliance and accountability.

7. Technical Requirements

The E-Board solution must:

- Be compatible with Windows, macOS, and mobile devices (Android, iOS).
- Ensure data protection compliant with GDPR and Kenya's Data Protection Act.
- Integrate with Microsoft Office 365.
- Support high availability and disaster recovery protocols.

8. Proposal Submission Requirements

Proposals must include the following sections:

- **Vendor Information**: Company profile, relevant experience, Company registration certificate, Company CR12, Company PIN, A valid Tax compliance certificate and contact information.
- **Solution Overview**: Description of the proposed E-Board solution, including key functionalities, technical specifications, and screenshots if available.
- **Implementation Plan**: Detailed timeline for system deployment, testing, and training.
- **Training and Support**: Outline training plans, user manuals, and ongoing support options.
- **Cost Estimate**: Detailed breakdown of costs, including licensing, customization, implementation, training, and maintenance.
- **References**: At least three references from similar projects.

9. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Functionality and Compliance** (40%): Ability to meet functional and technical requirements.
- **Vendor Experience and Reliability** (20%): Proven experience with similar implementations.
- **Cost-Effectiveness** (10%): Total cost in relation to the proposed solution's value.
- **Implementation Plan and Timeline** (15%): Feasibility of the proposed timeline and deployment strategy.
- **Training and Support** (15%): Quality and availability of training and support services.

10. Submission Instructions

The proposals are to be submitted for the attention of the Procurement Manager, KAM House 5th floor (15 Mwanzi Road, Opp Westgate Mall) by **20th November, 2024, at 12.00 pm**. Late submissions will not be opened.

Please Label the Envelope**"Proposal for KAM E-Board Solution"**

11. Terms and Conditions
- KAM reserves the right to reject any or all proposals without prior notice.
- This request for procurement does not guarantee any commitment on the part of KAM to proceed with any vendor.
- Vendors may be required to present their proposals and demonstrate the solution.

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

12. Contact Information
For questions regarding this RFP, please contact: procurement@kam.co.ke.

Please note that only shortlisted candidates will be contacted.