Terms of Reference (TOR) for the Development of an E-Procurement Portal for Kenya Association of Manufacturers (KAM)

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. Background

Kenya Association of Manufacturers (KAM) is seeking to streamline its procurement processes by developing and implementing a robust, secure, and user-friendly e-procurement portal. This system will facilitate the end-to-end procurement process, ensuring transparency, efficiency, and compliance with best practices in supply chain management. The portal will serve KAM and its members by automating procurement workflows, enabling electronic bidding, and enhancing vendor management.

3. Objectives

The objective of the e-procurement portal is to:

- Improve the efficiency and transparency of procurement processes at KAM.
- Enable suppliers and vendors to submit bids and track procurement opportunities electronically.
- Facilitate better vendor management and collaboration.
- Ensure compliance with procurement policies and regulations.
- Provide a seamless, automated end-to-end procurement workflow from requisition to payment.
- Integrate with existing KAM financial and ERP systems.

4. Scope of Work

The selected service provider will be responsible for the development, deployment, and maintenance of the e-procurement portal. The following are the key areas of scope:

4.1 Functional Requirements

- **Vendor Registration and Management**: Enable vendors to register on the platform, maintain profiles, and update documents such as compliance certificates.
- **Electronic Bid Submission**: Allow vendors to submit proposals and bids for procurement opportunities digitally.
- **Tender Management**: Create and manage tender documents and facilitate evaluation processes.
- **Procurement Workflow Automation**: Automate procurement workflows from requisition to payment, including approval processes.
- **Document Management**: A centralized document repository for storing all procurement-related documents, such as contracts, purchase orders, and tender documents.
- **Contract Management**: Manage procurement contracts, with features for contract creation, tracking, renewal reminders, and document storage.
- **Supplier Evaluation and Selection**: Include functionalities for evaluating and selecting suppliers based on criteria such as past performance, price, and compliance.
- **Audit Trail and Reporting**: Generate detailed audit trails and reports on procurement activities for management and regulatory purposes.

- **Integration**: Seamless integration with existing KAM financial and ERP systems, including purchase order generation, payment tracking, and inventory management.

4.2 Technical Requirements
- **Security**: Ensure the portal is secure with encryption, multi-factor authentication, and compliance with data protection regulations.
- **User Access Control**: Role-based access control for KAM staff, vendors, and auditors.
- **Scalability**: The portal must be scalable to accommodate an increasing number of users, procurement activities, and vendors.
- **System Availability**: High availability with minimal downtime and provisions for disaster recovery and backups.
- **User Interface and Experience**: The portal should have an intuitive, user-friendly interface for both KAM staff and external vendors.
- **Compliance with Standards**: Ensure the system meets regulatory requirements such as Kenya's Public Procurement and Asset Disposal Act (2015) and international standards where applicable.

4.3 Support and Maintenance
- Provide post-deployment support, including bug fixing, software updates, and user training.
- Offer a Service Level Agreement (SLA) with defined response times for support queries and system downtime.

5. Deliverables
The service provider will be expected to deliver the following:
- **Detailed Work Plan**: A project work plan outlining milestones, timelines, and resources required.
- **Functional Prototype**: A prototype of the e-procurement portal for review and feedback.
- **E-Procurement Portal**: The fully functional portal with all required features and integrations.
- **Training**: User training for KAM staff and onboarding materials for vendors.
- **Technical Documentation**: Comprehensive documentation, including system architecture, user manuals, and technical support guides.
- **Post-Implementation Support**: Ongoing technical support for a defined period post-deployment.

6. Duration
The project is expected to be completed within **3 months** from the start date, including development, testing, and deployment.

7. Qualifications and Experience
The service provider should meet the following criteria:
- Proven experience in developing e-procurement systems or similar enterprise-level applications.
- Experience working with organizations of similar size and complexity to KAM.
- A qualified team with expertise in procurement processes, software development, and cybersecurity.
- Familiarity with Kenyan procurement regulations and data protection laws.

8. Evaluation Criteria
Proposals will be evaluated based on:
- Understanding of the TOR and project objectives.
- Approach and methodology.
- Proposed work plan and timelines.

- Technical and financial capacity.
- Experience and references in developing similar solutions.
- Cost-effectiveness of the financial proposal.

9. Submission Requirements

Interested service providers should submit the following on or before 20th Nov 2024 to the address below.

- A detailed technical proposal outlining the methodology and approach to be used for the project.
- A financial proposal providing a cost breakdown.
- Company profile, including experience with similar projects.
- Key team members and their qualifications.
- Proposed timeline and work plan.
- Company registration certificate, Company CR12, Company PIN, A valid Tax compliance certificate

10. KAM Physical address:

KAM Procurement
Kenya Association of Manufacturers
5 th Floor, KAM House
Mwanzi Road, Opposite Westgate Mall
P.O Box 30225 -00100 Nairobi

11. Payment terms (provisions)

Kenya Association of Manufacturers policy is to pay for contractual services based on the successful deliverey services contracted.

12. Evaluation of proposals

A two-stage procedure will be utilized in evaluating the proposals, with an 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%.

Please note only successful partners will be contacted