

Scode

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RE: Request for Quotations for Supply of an Enterprise Resource Planning System (ERP) to SCODE and Provision of related services – Ref :- SCODE /21/09/2015

Sustainable Community Development Services (SCODE) invites service providers to submit quotations for the supply of an **Enterprise Resource Planning System (ERP) to SCODE and Provision of related services**.

REF NO. SCODE /21/09/2015

Quotations should have the subject '**Supply of an Enterprise Resource Planning System (ERP) to SCODE and Provision of related services – Ref :- SCODE /21/09/2015**' clearly written and sent via email address given below or via postal address:-

SUSTAINABLE COMMUNITY DEVELOPMENT SERVICES (SCODE)

P.O BOX 13177-20100, Nakuru

Tel: 0723767265

Website: www.scode.co.ke

Along Nakuru-Nyahururu road, 8km from Nakuru town behind Heshima centre 400m from the road.

Email: scode@scode.co.ke

For further information contact Charles Mwangi or Stephen Macharia on cell-phone 0723767265 or e-mail address scode@scode.co.ke

Closing date is Wednesday of 7th October 2015 at 11am EAT.

Technical specifications and Contract Award Procedures

1. Background

Sustainable Community Development Services (SCODE) is a Kenyan grassroots community development organisation whose goal is to promote environmental conservation for better livelihoods. The organization's mission is to facilitate the process of adoption of cleaner energy technology and sustainable land use approaches through capacity building and applied research for enhanced livelihoods.

SCODE is currently using spreadsheet data collection and depository tools for program reporting plus QuickBooks for reporting financial transactions and the attribution of a basic workflow. Through this request for quotations, SCODE plans to procure, install and operationalize an ERP/MIS to enhance efficiency and integration in data collection, analysis and retrieval for decision-making. The new management information system ERP must have all the generic model requirements which provides capturing and data integration for the various project modules to help in planning and gauging/tracking progress towards reaching set project results.

MIS/ERP Specifications

The required ERP system shall be packaged with a minimum of sales modules, purchases & stock management modules, human resource management modules, accounting modules, customer relationship management modules, asset management modules, post-purchase management modules, production/manufacturing management modules, point of sale, online & mobile integration modules, project management & reports modules, risks assessments, project scoping & plan, implementation of CORE financial and accounting modules for 30 users.

The required system must be a comprehensive solution for the financial and project management decision making plus electronic archiving and filing of documents. In addition to the core functions of an electronic archive document storage, filing, search and retrieval, the system shall allow workflow management, batch scanning with barcode, tight integration with MS Office and the administration of paper archives.

2. Mandatory requirements of the management information system ERP

It is a general, mandatory requirement that the system complies with the generic Model Requirements for the Management of Information System-ERP latest version.

Equally mandatory are the requirements listed below (3.1-9) which are of special importance to SCODE.

Quotations which do not comply with these requirements in their entirety (cf., below table 1) will be rejected as technically non-conform.

Therefore, service providers are required to document in writing and in an easily verifiable manner that the proposed system meets all these requirements.

Table 1

Mandatory requirements	
Preference model type-Navision Microsoft Dynamics	
General	Supplier Comments
Compliance with Management of Information System-ERP latest version	
Country of Origin or Manufacture must be provided by all service providers	
Physical infrastructure requirements and accessories needs	
Minimum modules-sales modules, purchases & stock management modules, human resource management modules, asset management modules, accounting modules, customer relationship management modules, production/manufacturing management modules, point of sale, online & mobile integration modules, post-purchase management modules, project management & reports modules, risks assessments, project scoping & plan, implementation of CORE financial and accounting modules for 30 users	
3.1 Storage	
a) All file formats currently used by the SCODE are storable in the database (MS Office formats, Adobe suite formats, Open Document format, tiff)	
b) Full text indexing to be carried out in the document types (MS Office formats, Adobe suite formats, Open Document format) most frequently used by the SCODE	
c) Administration of physical paper archives. The creation of registration cards must include metadata on title, subject, location, confidentiality, retention and volume and produce a visible unique identifier for the document.	
d) Interfaces to common backup software, compatible with SCODE system requirements.	
e) Physical file storage compatible with SCODE system requirements.	
3.2 Scanning	
a) Integration between scanner and ERP, so that scanned documents are automatically received in the ERP	
b) Batch scanning with barcode separator sheets and direct automatic linking of scan to a registration card	
c) High speed scanning and linking to registration card also for double-sided originals with a blank page detection/remover	
d) Automatic Optical Character Recognition (OCR) and full-text indexing of scans	

e) Image Capture Software is able to process fast high volume scans and capable of handling large scans with up to 100 MB. Minimum requirement is to process fast 100 double sided pages of text and tables/graphs in the batch scanning mode with the blank page remover	
3.3 Search	
a) Free text search using a search engine that indexes the content in the document database enabling efficient retrieval	
b) Simple search function with web browser interface following the XHTML 1.0 transitional specification	
c) Advanced search in metadata fields	
d) Full text search in various common formats currently used by the SCODE (MS Office formats, Adobe suite formats, Open Document format)	
e) Highlighting of searched words in the results	
f) Clear display of registration card with metadata and easy link (e.g., through an icon) to the attached documents	
3.4 Metadata	
a) Registration card allows mandatory metadata as specified in the ANNEX	
b) Registration interface for metadata for all types of documents (electronic and paper documents), which all staff can use without specific training	
c) Linking of different registration cards to each other, especially in the case of a reply to an incoming mail	
d) Linking of a registration card to a classification file	
e) Authority to make changes in the filing structure and transfer of records to new or modified files can be limited to the administrator [role]	
f) Life cycle management of documents (automatic tracking of retention, transferal and destruction periods)	
g) Audit trail of complete life cycle	
h) Customization and modification (add or delete fields, change labeling, confidentiality settings) in the metadata fields of the registration card are limited to the SCODE database administrator role	
i) Safety mechanism prohibiting changes to the retention schedule by mistake or unauthorized users	
3.5 Security	
a) Login, password and user settings are limited to administrator role	

b) Different confidentiality settings for groups and individuals (e.g., Personnel, Finance, Management Board) to be managed by the administrator. Different levels of confidentiality for different groups (e.g., high level of confidentiality for Personnel, lower confidentiality setting for Finance)	
c) Authentication of users against SCODE system requirements (Microsoft Active Directory)	
d) Online and automatic back up capability	
3.6 System integration	
a) Compatibility with the SCODE system requirements hardware, namely:	
Database storage: MS SQL server 5.5	
Server OS environment: MS server 2007	
Client OS environment: MS Win XP, 2007, 2008 & 2010	
b) Integration with SCODE system requirements (MS Office, especially MS Word and MS Outlook)	
3.7 Workflow	
a) Workflow management	
b) Creation of different action codes (attributions) for different tasks with different automatic deadlines (e.g., today's date plus 21 days)	
A workflow example would be a registered letter that is first attributed by the Document Management Officer to a Person A and then attributed from Person A by Person A to Person B with the assignment to draft a reply within a given deadline	
c) Possibility to attribute one document to several persons with different action codes	
d) Attributed persons can themselves close attributions and make re-attributions to different staff members indicating the dates of attribution and closure as well as the name of the person who made them	
e) Clear overview in one window of the registration card of the attributions, deadlines and closing dates of one document	
f) Automatic e-mail notification of persons attributed indicating key metadata of the record and hyperlinked to registration card	
g) Clear overview in one window of all attributions to a person or to a department (reminders diary)	
h) Search for persons/departments and their attributed, closed, open and overdue attributions	
i) Version control for documents	
3.8 Language	
User interface, personal support, online hotline, documentation (installation and user manuals, etc.) training as specified in 3.9 in English	

3.9 Licenses and services	
The service provider must provide the following as part of the offer and included in the price	
a) Installation (ready-to-use)	
b) Personal support at the SCODE premises within 24 hours (Monday to Friday) on demand	
c) Helpdesk services open during SCODE business hours (Monday to Friday 08.00-17.00)	
d) Training for SCODE staff (technical and administrative, 5 days for 5 administrators at the SCODE premises	
e) License for 30 users (5 administrators/ 25 users)	
f) Maintenance (corrective) and upgrades to available new versions	
g) Additional services including the purchase of system and application upgrades and software add-ons or extensions, technical consultancy assistance in case of development, modification or upgrade needs as well as additional training on demand	

Prices

The prices quoted must be fixed and not subject to revision for implementation of the Contract.

SCODE shall purchase on the basis of the prices in force on the date on which orders or specific contracts are signed. Such prices shall not be subject to revision.

Under this supply the Service Provider shall provide all details in respect to accrued charges, taxes and duties, including value added tax; and must be indicated separately.

The prices tendered must be all-inclusive and expressed in Euro, including for countries that are not part of the Euro zone. The costs incurred in preparing, and submitting quotations are borne by the service providers and cannot be reimbursed. To avoid misunderstandings and for the purpose of comparing bids, prices should be listed in the form provided (Annex 3).

Scope and duration of the contract

Within 21 days from the entry into force of the contract, the service provider shall deliver and install a fully-integrated (ready-to-use) management information system (ERP) including licenses at the SCODE premises at Heshima in Nakuru along Nakuru–Nyahururu road, and provide a number of related services as specified in this document including training described under 3.9 lit. d, following which the system will undergo an acceptance test of five days duration. Provided this test is successful, SCODE will sign a certificate of acceptance.

SCODE aims at concluding a service contract with the successful service provider for a period of 21 days with no option of renewal. As to the contract's terms and conditions, reference is made to the draft contract which forms part of the tender documents.

The service provider will deliver and install the complete system within 3 weeks from the entry into force of the contract, so that it is ready to use (including documentation, user manuals, initial training, etc.).

Depending on need and without being bound to do so, SCODE may request the service provider by means of order letters to provide a number of additional services including the purchase of system and application upgrades and software add-ons or extensions, technical consultancy assistance in case of development, modification or upgrade needs as well as additional training.

4. Criteria

4.1 Exclusion Criteria

Candidates or service providers shall be excluded from participation in a procurement procedure if:

- (a)** they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b)** they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- (c)** they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- (d)** they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- (e)** they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the Communities' financial interests;
- (f)** following another procurement procedure or grant award procedure financed by other NGOs and have been declared to be in serious breach of contract for failure to comply with their contractual obligations.
- (g)** service providers must provide a declaration on their honour, duly signed and dated, stating that they are not in one of the situations listed above (see Annex 1).
- (h)** the service provider to whom the contract will be awarded must provide evidence confirming the declaration referred to in the previous point.

The contracting authority shall accept as satisfactory the following evidence:

- i)** For point (d) a recent certificate issued by the competent authority of the State concerned.

Where the document of certificate referred above is not issued in the country concerned and for other cases of exclusion, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

Contracts may not be awarded to candidates or service providers who, during the procurement procedure:

- a)** are subject to a conflict of interest;
- b)** are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information.

5.2. Selection criteria Contract notice

Award Criteria

The contract will be awarded to the service provider whose (technically conform) tender is the most economically advantageous in terms of the following award criteria (price/technical merit - 50:50)

5.3.1 Price (200 points max.)

Service providers are required to quote a total price for a complete ERP as specified in 3.

This price is relevant for the evaluation leading to the award of the contract and shall in particular include the costs for additional services including the purchase of system and application upgrades and software add-ons or extensions, technical consultancy assistance in case of development, modification or upgrade needs as well as additional training. Quotations will receive points for price on the basis of the cheapest technically compliant service provider. In section A the technical functions of the ERP are evaluated.

All fields are compulsory failure to provide information will qualify to non-exclusion (Annex 1)

Required services	Additional Services	Cost in Ksh.
Delivery + installation (Ready to use) and related services	Ksh.
License for 30 users (5 administrators/ 25 users)	Ksh.
Additional Services	Ksh
TOTAL		

In five different sections merit points will be awarded for functions that go beyond the mandatory requirements. Examples of possible features that would be marked positive are given below for each section.

Merit points will be awarded for features that provide additional benefits for the end user and the ERP administrator SCODE. Special interest is given to technical options that enable the ERP administrator to adapt or change features of the functions.

The service provider should provide clear and detailed documentation for each section. An overview list of functions with screenshots where appropriate is helpful for the assessment.

Criterion	Merit points
1. Search	20
Functions and design of the simple and advanced search like, e.g.: Advanced search with Boolean operators, truncation and wildcard , auto-correction of common misspellings, sorting of search results by metadata (e.g., date, person, register number, format type), possibility for the SCODE administrator to add fields in the search interface or change the labeling of search fields	
2. Metadata	20
Includes the way and scope metadata information is entered into the registration cards as well as Filing/Classification features like, e.g. Metadata from MS Word document and Outlook email is automatically inserted into the registration card (e.g., author, date, title), ERP allows for individually created file plans by and for each staff member (“my files”, “my workplace”), name of person or organization is entered into an address list from which the user can select the name for the field in the registration card or an option for linking address data to an outside CRM system.	
3. System integration	20
Concerns especially the integration with Microsoft Office and Windows Explorer and the quality of the integration of possibly different software for scanning and workflow like, e.g.: a button/functionality “to register” in the user interfaces of both Microsoft Word and Outlook so that users can save documents directly out of MS Office applications to the ERP database, another solution could be a drag-and-drop function to ERP files in MS Outlook and Word, tight integration to Windows Explorer. A direct interface from Windows Explorer to ERP for registration or easy to use drag and drop from Windows Explorer to the ERP files, automatic tracking and import of documents or emails to the ERP database after predefined rules by the administrator, e.g. all emails from address x are registered with confidentiality y to the file z with a retention period of 15 years	
4. Workflow	20
Focus on workflow for mail attribution as described in and on the basis of the mandatory requirements 3.7 like, e.g.: print out of circulation sheet with all the persons in attribution (e.g., as cover for paper documents to be signed) and the action code, memo field for notes that can be filled in by the person making an attribution to the attributed person, clear marking of attribution deadlines with overdue dates in the attribution reminders overview (e.g., in red colour)	
5. Miscellaneous	20
Includes statistical tools, publishing and versioning like, e.g.: basic statistical queries, e.g., how many records or queries by department, author/user, date, most popular documents, etc., advanced statistical query: number of registration cards by Boolean search in several metadata fields in combination with date (e.g., certain period of time and sender and title; how many invoices by company x in 2006, how many attributions, overdue dates, number of closing of overdue dates, usual delay between attribution and closing by Department, Group, Person). Possibility to export statistical query results to Excel and/or Business Objects, possibility to automatically publish selected documents to a public web site without giving direct access to the internal EDRM from the public internet, versioning with different user access rights, printable registration labels with unique identifier and title for file binders	
SUBTOTAL A	100

A) User friendliness of trial system

As part of their tenders service providers are required to provide access to a trial system on the internet which allows testing its user friendliness. The trial system needs to be set up in such a way that its test is self-explanatory is supplemented by a quick-guide and that during the test any interference on the part of the respective service provider is excluded (noncompliance leads to exclusion from the contract award procedure).

For the purpose of this test and as indicated in the following, aspects of user friendliness relate, inter alia, to the clarity of layout, labeling and icons, the command structure, etc.

Criterion	Relevant aspects	Merit points
1. Simple search and search results	Clear layout, number of commands needed, response time, clear overview of search results, easy sorting function of results	15
2. Advanced search (combined cross search in four metadata fields including date, author, file and a Boolean text search with two words in the text)	Number of commands needed, clear labelling, response time clear overview of search results, easy sorting function of results, individual queries can be saved for re-use	15
3. Filing plan: clear overview of files for the normal end user. The test filing plan should contain at least 20 files in three levels	Good overview of files on one page, clear icons and labelling. Should be similar to the filing structure in Microsoft applications used in the SCODE	10
4. Administrator's interface for adding or changing files	Labelling/Icons, number of commands needed, clear overview of file metadata in one window	10
5. Distinction between records and documents	Clear visual distinction already when opening a file	10
6. Interface to ERP from MS Outlook for manual registration of a document	Clear labelling, clear icons, number of commands needed for complete registration, speed of possible pop-up windows and saving, layout similar to MS	10
7. Interface to ERP from MS Word for manual registration of a document	Clear labelling, clear icons, number of commands needed for complete registration, speed of possible pop-up windows and saving, layout similar to MS	10
8. Interface to ERP from Windows Explorer for manual registration of a document	Clear labelling, clear icons, number of commands needed for complete registration, speed of possible pop-up windows and saving, layout similar to Windows	10

9. Navigation in the ERP for the normal user. Finding search and registration interfaces in different environments (Outlook, Word, browser) from the perspective of an untrained user.	Clear icons, number of commands/time needed to change from Outlook to Simple search and open document in result list.	10
SUBTOTAL B		100
TOTAL A + B		200

B) Environmental considerations

The SCODE aims to minimize the environmental impact of all its activities, including those carried out under contract. The service provider is, therefore, requested to consider the SCODE environmental management guidelines in the implementation of the contract, in particular, those relating to business travel/, paper and energy consumption.

Further information on SCODE can be found on the SCODE homepage:

<http://www.scode.ke>

Moreover, it is strongly recommended that tenders are submitted in an environmentally friendly way, e.g., by choosing a simple and clear structure (list of contents and consecutive page numbering) and double-sided printing; limiting attachments to what is required in the technical specifications (no additional material) and avoiding plastic folders or binders;