



REPUBLIC OF KENYA

THE NATIONAL TREASURY AND ECONOMIC PLANNING

Telegraphic Address: 22921

Finance - Nairobi

FAX NO. 310833

Telephone: +254 2252299

Website: www.treasury.go.ke

When Replying Please Quote

Ref: TNT/028/2022-2023 (21)

THE NATIONAL TREASURY

P.O. BOX 30007 – 00100

NAIROBI

27th April, 2023

To: All bidders

**REF: PROVISION OF TECHNICAL SUPPORT AND MAINTENANCE SERVICES FOR PENSIONS
MANAGEMENT INFORMATION SYSTEM (PMIS) APPLICATION AND DATABASE
TENDER NO: TNT/028/2022 - 2023
ADDENDUM II**

The National Treasury has issued the following addendum to the Tender for provision of technical support and maintenance services for Pensions Management Information System (PMIS) application and database.

S/No	Requested Clarifications	Clarification
1.	<p>Technical Mandatory Evaluation page 38 of the tender document.</p> <p>The measurement indicated to establish whether a bidder is compliant or non-compliant as stated in the bid document are “experience” and “commitment to implement”. However, you have not indicated documentary evidence to be provided by the bidders to demonstrate that they have the requisite experience and show commitment to implement.</p> <p>Its thus unclear on how it will be established / measure whether a bidder is compliant or non-compliant. Please clarify?</p>	<p>See the attached criteria for technical mandatory evaluation Annex I</p>
2.	<p>Technical Evaluation page 39 of the tender document.</p> <p>The parameters to be considered in the technical evaluation criteria have been listed and documentary evidence to be</p>	<p>See the attached criteria for technical evaluation Annex II</p>

S/No	Requested Clarifications	Clarification
	provided by bidders indicated. However, the distribution of marks for each parameter based on the evidence provided by the bidders have not been indicated. Please clarify how marks will be allocated for each parameter.	
3.	<p>Introduction:</p> <p>During the financial year (2018-2019) the PMIS system was successfully migrated and upgraded from Oracle 10g product to 12c</p> <p>It would be good to note that Oracle DB 12c is currently EOL and Oracle recommends that they upgrade to 19c. For this reason, would the consultant / vendor be required to handle this upgrade?</p>	<p>For the time being we need to support the Oracle DB as it is.</p> <p>The consultant is encourage to give recommendations on other areas that may require upgrade for future considerations.</p>
4.	<p>The contractor will help put in place a support and maintenance mechanism that will technically enhance PMIS efficiency by providing high availability and reliability in the production environment.</p> <p>For the above, would the team need High Availability solutions? When using the Oracle DB, solutions like Real Application Clusters and Active Data Guard would be ideal for this configuration.</p>	Currently, the Oracle DB is on RAC and an Active Data Guard is configured. What is required is for the vendor to ensure the High Availability status is maintained at all times.
5.	<p>The objective of consultancy</p> <p>The consultant is expected to enhance the PMIS to meet the current emergent trends.</p> <p>Would the consultant be required to quote for any new licenses they deem necessary to achieve this or are they limited to working with existing licenses?</p>	The consultant is not required to quote for the licenses. Where a need will be found during the contract period, the consultant is encouraged to advice for considerations or for future enhancements.
6.	<p>Scope and focus of work</p> <p>Provide a comprehensive proposal on project plan, data security plan and activity roadmap for the contract period</p>	The consultant is not required to quote for the licenses. Where a need will be found during the contract period, the consultant is encouraged to advice for considerations or for future enhancements.

S/No	Requested Clarifications	Clarification
	Specifically, on Data Security, should the consultant / vendor quote for licenses that they would require or deem as a requirement for this project or are they limited to working with existing licenses?	
7.	Is the tender limited to the consultant providing a roadmap without implementing the solution?	No. The solution implementation is implied.
8.	Provide integration points with other relevant government systems such as IFMIS, IPRS, GHRIS, IPPD, KRA systems etc. Is PMIS integration expected to make use of a Service Oriented Architecture (SOA)?	No. The integration is expected to make use of the existing capabilities in the PMIS solution.
9.	Annex 1 of the tender document Provide a tool for generating ad hoc reports Will the consultant / Vendor be required to quote for the tool that they would like to use for generating the ad hoc reports?	The vendor is required to use the existing tools in provision of functionality to generate ad hoc reports and where necessary advice should there be a need to have a separate tool.
10.	Regarding the tender issued by the treasury for providing technical support and maintenance services for the Pensions Management Information System (PMIS) application and database, it appears that there is a problem with the financial forms. Specifically, there seems to be a conflict between the grand cost summary table and the subsequent section price schedule making it impossible to compile prices for the form of tender. Can we request further clarification on this matter?	The Service Provider to fill the attached forms as indicated Annex III
11.	We are requesting some clarification on Page 47. Personals – requested for 1-System Integrator, what are the requirements for example – degree, experiences.?	See Annex II: Technical Evaluation

All the other terms and conditions remain the same.

for 

**HEAD, SUPPLY CHAIN MANAGEMENT SERVICES
FOR: PRINCIPAL SECRETARY / NATIONAL TREASURY**

ANNEX I: CRITERIA FOR TECHNICAL MANDATORY EVALUATION

S/No	Functional	Tenderer's Response (Yes/No)	Reference in the Tenderer's Proposal Document/Brochure
1	Optimize server environment		
2	Address Key PMIS challenges as identified		
3	Develop technical and user manuals		
4	Ensure complete quarterly Database and Application back-up are in place		
5	Optimize PMIS Primary and Disaster Recovery sites for seamless operation		
6	Undertake Capacity Building for knowledge transfer		
7	Enhance information security and mitigate compliance risk through audit trail		
8	Comprehensive handover report with technical recommendations for sustainability and posterity of PMIS		
9	Development of an automated push and pull sms service		
10	Provision of integration points with other relevant government systems such as IFMIS, IPRS, GHRIS, IPPD, KRA systems etc		
9	On-site support		
10	Help desk system		

ANNEX II: TECHNICAL EVALUATION

The Tenderer shall meet the preliminary requirements to proceed to the technical evaluation stage.

- The pass mark to qualify for Financial Evaluation shall be 75%
- Technical Evaluation will be done as indicated below
- The Tenderer having scored 75% and above, based on the evaluation criteria provided shall be considered for financial evaluation.
- If the Tenderer does not meet the minimum technical score shall be automatically disqualified

Evaluation Rating Criteria

Table 4: DETAILED TECHNICAL EVALUATION CRITERIA

<i>Evaluation Rating Criteria</i>		
I	Specific Understanding and experience of the Consulting Firm in relation to the assignment	Max scores
1.	At least Three customer reference sites where the bidder has supported / maintained an ERP or Pensions Management System or Human Resource/Payroll System Details must include but not limited to the following: - <ul style="list-style-type: none"> - List of three (3) sites (0.5 marks) - Descriptions of the environment and the nature of the scope of works / or services (0.5 marks per site) - Narration of the work done as per the (Firm's references form) (0.5 marks per site) - Recommendation/Appreciation letter/email from the client or certificate of completion or Purchase Order Copy for the specific product and services (0.5 marks per site) 	5
2.	At least two customer reference sites where the bidder has Implemented or supported or maintained accounts and payroll processing solutions. Details must include but not limited to the following: - <ul style="list-style-type: none"> a. List of the Two (2) sites (0.2 marks) b. Full descriptions of the environment and the nature of the scope of services (0.8 marks per site) c. Narration of the work done as per the (Firm's references form) (0.8 marks per site) d. Recommendation/Appreciation letter/email from the client or certificate of completion Or Purchase Order Copy for the specific product and services (0.8 marks per site) 	5
3.	At least two customer reference sites where the bidder has undertaken technical support and maintenance of IT system in production, development and Disaster environments. Details must include but not limited to the following: - <ul style="list-style-type: none"> a. List of the two (2) sites (0.2 marks per site) b. Full descriptions of the environment and the nature of the scope of services (0.8 marks per site) 	5

Table 4: DETAILED TECHNICAL EVALUATION CRITERIA

<i>Evaluation Rating Criteria</i>		
	<ul style="list-style-type: none"> c. Narration of the work done as per the (Firm's references form) (0.8 marks per site) d. Recommendation/Appreciation letter/email from the client or certificate of completion Or Purchase Order Copy for the specific product and services (0.8 marks per site) 	
4.	<p>At least one customer reference sites where the bidder has implemented or supported Capacity Building in projects.</p> <p>Details must include but not limited to the following: -</p> <ul style="list-style-type: none"> a) Full descriptions of the environment and the nature of the scope of services (1 mark) b) Narration of the work done as per the (Firm's references form) (1 mark) c) Recommendation/Appreciation letter/email from the client or certificate of completion Or Purchase Order Copy for the specific product and services (3 marks) 	5
5.	<p>At least two customer reference sites where the bidder has implemented or supported a large database and application with built in integration capacity with other systems</p> <p>Details must include but not limited to the following: -</p> <ul style="list-style-type: none"> a. Full descriptions of the environment and the nature of the scope of services (1 mark per site) b. Narration of the work done as per the (Firm's references form) (1 mark per site) c. Recommendation/Appreciation letter/email from the client or certificate of completion Or Purchase Order Copy for the specific product and services (3 marks per site) <p>NB: integration should be between Financial systems/banking system, registration of persons, Human Resource, Tax systems, Budgeting systems</p>	10
6.	<p>At least one customer reference sites where the bidder has implemented or supported Provision of a system implementation that is secure (with minable audit trails), role based, with audit trails / controls and flexible security policies</p> <p>Details must include but not limited to the following: -</p> <ul style="list-style-type: none"> a. Full descriptions of the environment and the nature of the scope of services (2 marks) b. Narration of the work done as per the (Firm's references form) (2 marks) c. Recommendation/Appreciation letter/email from the client or certificate of completion Or Purchase Order Copy for the specific product and services (6 marks) 	10
II	Adequacy of the proposed work plan, IT solution(s) and methodology in responding to the Terms of Reference	
7	Adequacy of the Proposed Approach, IT Solutions and Methodology	
	A detailed description of the approach you will use for undertaking and ensuring the PMIS Application, Database and Reports are highly available, reliable and secure in processing pension claims.	20

Table 4: DETAILED TECHNICAL EVALUATION CRITERIA

<i>Evaluation Rating Criteria</i>		
8	Adequacy of the Proposed Work plan a) Outlining of the key activities and their duration. (5 marks) b) Alignment of the proposed work plan with the proposed approach and methodology. (5 marks)	10
9.	Adequacy of the Proposed Team Structure a) Team organization structure for delivering assignment. (3 marks) b) Roles and responsibilities for key team members and matching of team members to the proposed work plan. (4 marks) c) Proposed corresponding structure for client team and their roles and responsibilities.(2 marks)	9
III	Qualifications and Competence of the key Staff for the assignment <i>(Please note the number of resources to be evaluated for each area)</i>	
10.	Project Manager (Certified Project Management Professional or equivalent) (Qualification & Experience Rating) <ul style="list-style-type: none"> • Bachelor's Degree in Business Information Technology/ Commerce or equivalent (attach certificate) (1 mark) • At least 3 consecutive years' experience in IT project management (1 mark) • 3 Years' experience on implementation and support of ERP Solutions, e.g. Pensions, Human Resource Payroll and Financial. (1 mark) • At least one professional qualification in project management e.g. PMP/Prince2 (attach certificate) (1 mark) • Experience in Public Pensions Management preferred (1 mark) 	5
11.	Certified Delivery Consultant – Systems Developer (Consultants/Experience) <ul style="list-style-type: none"> • Bachelor's Degree in Software Engineering/Software application development/ Business System Engineering/ Information Technology/Computer Science/ Finance/Commerce/Accounting or equivalent (attach certificate) (1 mark) • At least one technical Oracle Certification (attach certificate) (1 mark) • At least 3 Years' Experience of design Implementation and Support on Oracle platform. (2 mark) • Should hold very strong understanding in design and implementation of business process solutions using standard methodologies (1 mark) 	5
18.	Database Administrators (Qualification & Experience Rating) <ul style="list-style-type: none"> • At least a Bachelor's Degree in Information Technology / Computer Science or equivalent (attach certificate) (1 mark) • Oracle OCE (Oracle Certified Expert RAC) (attach certificate) (1 mark) • DBA Certification– Oracle Certified Master (OCM), (attach certificate) (1 mark) • At least 3+ years' experience in Oracle Database (2 mark) 	5
19.	System Administrators (Operating system) - <i>(at least two)</i> (Qualification & Experience Rating) <ul style="list-style-type: none"> • At least a Bachelor's Degree in Information Technology / Computer Science or equivalent (attach certificate) (0.5 mark per resource) 	3

Table 4: DETAILED TECHNICAL EVALUATION CRITERIA***Evaluation Rating Criteria***

	<ul style="list-style-type: none"> • Certification in Oracle Linux/Solaris System Administration (attach certificate) (0.5 mark per resource) • At least 3 years' experience of system administration (0.5 mark per resource) 	
20	System Integrator (at least 1) <ul style="list-style-type: none"> • A Bachelor's Degree in IT or related. (Information System, Computer Science, Computer Engineering, Software Engineering e.tc) (attach certificate) (1 mark) • Professional Certifications in system integration (e.g Control System Integrators Association (CSIA), Certified System Integrator Professional C-SIP, Certified Systems Integrator (CSI), etc (attach certificate) (1 mark) • At least 3 years' experience of system integration (1 mark) 	3
TOTAL		100

PERSONNEL

The Tenderer must demonstrate that it will have the personnel for the key positions that meet the following requirements:

No.	Position	Minimum required Number
1.	Project Manager	1
2.	Systems Developer	1
3.	Database Administrators	1
4.	System Administrators	2
5.	System integrator	1

ANNEX III: PRICE SCHEDULE

1. Grand Summary Cost Table

		<i>[insert: Kenya shillings] Price</i>	<i>[insert: Foreign Currency A] Price</i>	<i>[insert: Foreign Currency B] Price</i>
1.	Provision of technical support and maintenance services for Pensions Management Information System (PMIS) Application and Database			

Name of Tenderer: _____

_____ Date _____

Authorized Signature of Tenderer:

2. Technical Support and Maintenance Services for Pensions Management Information System (PMIS) Application and Database to be transferred to Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITT17 and 18.

The bidder should provide itemized price quotations as per the project scope.

Line Item No.	Subsystem / Item	QTY	[insert: Kenya shillings] Price	[insert: Local Currency] Price	[insert: Foreign Currency A] Price
1)	Optimization technical support on PMIS operating system, hardware, connectivity for Primary, Test and Disaster Recovery sites	LOT			
2)	Technical Support on Oracle WebLogic, Oracle Database, Oracle Forms and Oracle Reports	LOT			
3)	Development of an automated push and pull SMS service	LOT			
4)	comprehensive knowledge transfer to the system administrators and other support officers on PMIS operation environment (operating system, weblogic, forms, reports and database)	15			
5)	Provision of integration points with other relevant government systems such as IFMIS, IPRS, GHRIS, IPPD, KRA systems etc;	LOT			
6)	Documentation: Technical and user manuals hard and soft copies.	LOT			
SUBTOTALS					
Grand TOTAL (To Grand Summary Table)					

Note: - indicates not applicable. "Indicates repetition of table entry above. Refer to the relevant **Technical Support and Maintenance Services for Pensions Management Information System (PMIS) Application and Database** Cost Sub-Table for the specific components that constitute each Subsystem or line item in this summary table

Name of Tenderer: _____

_____ Date _____

Authorized Signature of Tenderer: