

DEPARTMENT OF HEALTH SERVICES

REPUBLIC OF KENYA



KIAMBU COUNTY GOVERNMENT

TENDER DOCUMENT

FOR

**SUPPLY, IMPLEMENTATION AND COMMISSIONING
OF A HOSPITAL MANAGEMENT AND INFORMATION
SYSTEM AT KIAMBU LEVEL 5 HOSPITAL**

**TENDER NO KCG/CHS/ICT/001/2018-2019
CLOSING DATE & TIME: 21st DECEMBER 2018 AT 10.00AM**

**County Government of Kiambu
P.O. Box 2344 - 00900
Kiambu, Kenya**

Website: www.kiambu.go.ke or www.tenders.go.ke.

DEPARTMENT OF HEALTH SERVICES

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SECTION I - INVITATION TO TENDER

Date: 10th December, 2018

TENDER NO. KCG/CHS/ICT/001/2018-2019 SUPPLY, IMPLEMENTATION AND COMMISSIONING OF A HOSPITAL MANAGEMENT AND INFORMATION SYSTEM AT KIAMBU LEVEL 5 HOSPITAL

The County Government of Kiambu invites sealed bids from eligible and competent ICT firms specializing in **SUPPLY, IMPLEMENTATION AND COMMISSIONING OF A HOSPITAL MANAGEMENT AND INFORMATION SYSTEM** For Kiambu level 5 hospital.

Interested eligible candidates may obtain further information from and inspect the tender documents from the County Website www.kiambu.go.ke or www.tenders.go.ke.

The document may also be *viewed and downloaded from the Kiambu County website:* www.kiambu.go.ke or www.tenders.go.ke.

A **pre-bid meeting** will be held on **14th december, 2018** at **Kiambu level 5 Hospital CME ROOM AT 10.00am.**

Prices quoted should be net inclusive of all taxes and delivery costs, must be expressed in Kenya shillings and shall remain valid for a period of **120 days** from the closing date of the tender.

Completed tender documents are to be enclosed in plain sealed envelopes, clearly marked with the tender number and be deposited in the **tender box** provided at **Thika sub-county offices room 15B** or be addressed and posted to:

**THE CHIEF OFFICER
HEALTH SERVICES DEPARTMENT
KIAMBU COUNTY GOVERNMENT
P.O. BOX 2344 -00900
KIAMBU**

To be received on or before **21st December, 2018 at 10.00 AM.**

Tenders must be accompanied by a tender Security of **at least 2% of the amount quoted on the form of tender** in form of a guarantee from a reputable bank or an insurance company approved by The Public Procurement Oversight Authority payable to the Kiambu County Government.

Tenders will be opened immediately thereafter in the presence of the tenderers representatives who choose to attend at **Thika sub-county offices chambers.**

SECTION II- INSTRUCTIONS TO TENDERERS

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2.1 Eligible tenderers

- 2.1.1. This Invitation to tender is open to all tenderers eligible as described in the instructions to tenderers. Successful tenderers shall provide the services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the tender documents.
- 2.1.2. The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 131 of the Act.
- 2.1.3. Tenderers shall provide the qualification information statement that the tenderer (including all members, of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring entity to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services under this Invitation for tenders.
- 2.1.4. Tenderers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2 Cost of tendering

- 2.2.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and the procuring entity, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
- 2.2.2 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

2.3 Contents of tender documents

- 2.3.1. The tender document comprises of the documents listed below and addenda issued in accordance with clause 5 of these instructions to tenders

- i)Instructions to tenderers
- ii)General Conditions of Contract
- iii)Special Conditions of Contract
- iv)Schedule of Requirements
- v)Technical Specifications
- vi)Form of tender

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- vii) Price schedules
- viii) Contract form
- ix) Confidential business questionnaire form
- x) Tender security form

2.3.2. The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

2.4 Clarification of Documents

2.4.1. A prospective candidate making inquiries of the tender document may notify the Procuring entity in writing or by post, fax or email at the entity's address indicated in the Invitation for tenders. The Procuring entity will respond in writing to any request for clarification of the tender documents, which it receives no later than seven (7) days prior to the deadline for the submission of tenders, prescribed by the procuring entity. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderers who have received the tender documents"

2.4.2. The procuring entity shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender

2.5 Amendment of documents

2.5.1. At any time prior to the deadline for submission of tenders, the Procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.

2.5.2. All prospective tenderers who have obtained the tender documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.

2.5.3. In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Procuring entity, at its discretion, may extend the deadline for the submission of tenders.

2.6 Language of tender

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- 2.6.1. The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchanged by the tenderer and the Procuring entity, shall be written in English language. Any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

2.7 Documents Comprising the Tender

The tender prepared by the tenderer shall comprise the following components:

- (a) A Tender Form and a Price Schedule completed in accordance with paragraph 8, 9, 10 below.
- (b) Documentary evidence established in accordance with Clause 2.11 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- (c) Tender security furnished in accordance with Clause 2.12
- (d) confidential business questionnaire

2.8 Form of Tender

- 2.8.1 The tenderers shall complete the Form of Tender and the appropriate Price Schedule furnished in the tender documents, indicating the services to be performed.

2.9 Tender Prices

- 2.9.1 The tenderer shall indicate on the Price schedule the unit prices where applicable and total tender prices of the services it proposes to provide under the contract.
- 2.9.2 Prices indicated on the Price Schedule shall be the cost of the services quoted including all customs duties and VAT and other taxes payable:
- 2.9.3 Prices quoted by the tenderer shall remain fixed during the term of the contract unless otherwise agreed by the parties. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.22.
- 2.9.4 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)
- 2.9.5 Where contract price variation is allowed, the variation shall not exceed 25% of the

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original contract price.

- 2.9.6 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

2.10 Tender Currencies

- 2.10.1 Prices shall be quoted in Kenya Shillings unless otherwise specified in the appendix to in Instructions to Tenderers

2.11 Tenderers Eligibility and Qualifications.

- 2.11.1 Pursuant to Clause 2.1 the tenderer shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if its tender is accepted.

- 2.11.2 The documentary evidence of the tenderers qualifications to perform the contract if its tender is accepted shall establish to the Procuring entity's satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

2.12 Tender Security

- 2.12.1 The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Invitation to tender.

- 2.12.2 The tender security shall be in the amount not exceeding 2 per cent of the tender price.

- 2.12.3 The tender security is required to protect the Procuring entity against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.12.8

- 2.12.4 The tender security shall be denominated in a Kenya Shillings or in another freely convertible currency and shall be in the form of:

- a) A bank guarantees.
- b) Such insurance guarantee approved by the Public Procurement Oversight Authority.

- 2.12.5 Any tender not secured in accordance with paragraph 2.12.1 and 2.12.4 will be rejected

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by the Procuring entity as non-responsive, pursuant to paragraph 2.20

2.12.6 Unsuccessful tenderer's security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of tender validity prescribed by the procuring entity.

2.12.7 The successful tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.26, and furnishing the performance security, pursuant to paragraph 2.27.

2.12.8 The tender security may be forfeited:

(a) If a tenderer withdraws its tender during the period of tender validity specified by the procuring entity on the Tender Form;

Or

(b) In the case of a successful tenderer, *if* the tenderer fails:

(I) To sign the contract in accordance with paragraph 2.26

Or

(ii) To furnish performance security in accordance with paragraph

2.27 (c) If the tenderer rejects, correction of an error in the tender.

2.13 Validity of Tenders

2.13.1 Tenders shall remain valid for 120 days or as specified in the invitation to tender after date of tender opening prescribed by the Procuring entity, pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as non-responsive.

2.13.2 In exceptional circumstances, the Procuring entity may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided under paragraph 2.12 shall also be suitably extended. A tenderer may refuse the request without forfeiting its tender security. A tenderer granting the request will not be required nor permitted to modify its tender.

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2.14 Format and Signing of Tender

- 2.14.1 The tenderer shall prepare two copies of the tender, clearly / marking each **“ORIGINAL TENDER”** and **“COPY OF TENDER,”** as appropriate. In the event of any discrepancy between them, the original shall govern.
- 2.14.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, except for unamended printed literature, shall be initialed by the person or persons signing the tender.
- 2.14.3 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

2.15 Sealing and Marking of Tenders

- 2.15.1 The tenderer shall seal the original and each copy of the tender in separate envelopes, duly marking the envelopes as **“ORIGINAL “**and **“COPY. “**The envelopes shall then be sealed in an outer envelope. The inner and outer envelopes shall:
- (a) **be addressed to the Procuring entity at the address given in the invitation to tender**
 - (b) **bear, tender number and name in the invitation to tender and the words: “DO NOT OPEN BEFORE 21st Decemberr,2018 at 10.00 AM..”**
- 2.15.2 The inner envelopes shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared “late”.
- 2.15.3 If the outer envelope is not sealed and marked as required by paragraph 2.15.1, the Procuring entity will assume no responsibility for the tender’s misplacement or premature opening.

2.16 Deadline for Submission of Tenders

- 2.16.1 Tenders must be received by the Procuring entity at the address specified under paragraph
- 2.15.1 No later than **21st Decemberr,2018 at 10.00 AM.**

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- 2.16.2 The procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.5, in which case all rights and obligations of the procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.
- 2.16.3 Bulky tenders which will not fit in the tender box shall be received by the procuring entity as provided for in the appendix.

2.17 Modification and withdrawal of tenders

- 2.17.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tender's is received by the procuring entity prior to the deadline prescribed for the submission of tenders.
- 2.17.2 The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.15. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.
- 2.17.3 No tender may be modified after the deadline for submission of tenders.
- 2.17.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.12.8.
- 2.17.5 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 2.17.6 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.18 Opening of Tenders

- 2.18.1 The Procuring entity will open all tenders in the presence of tenderers representatives who choose to attend, at **21st December, 2018 at 10.00 AM.** and in the location specified in the invitation to tender. The tenderers' representatives who are present shall sign a register evidencing their attendance.
- 2.18.3 The tenderers' names, tender modifications or withdrawals, tender prices, discounts, and

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the presence or absence of requisite tender security and such other details as the Procuring Entity, at its discretion, may consider appropriate, will be announced at the opening.

- 2.18.4 The procuring entity will prepare minutes of the tender opening which will be submitted to the tenderers that signed the tender opening register and will have made the request.

2.19 Clarification of tenders

- 2.19.1 To assist in the examination, evaluation and comparison of tenders the procuring entity may at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance shall be sought, offered, or permitted.
- 2.19.2 Any effort by the tenderer to influence the procuring entity in the procuring entity's tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers tender.

2.20 Preliminary Examination and Responsiveness

- 2.20.1 The Procuring entity will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished whether the documents have been properly signed, and whether the tenders are generally in order.
- 2.20.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the candidate does not accept the correction of the errors, its tender will be rejected, and its tender security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- 2.20.3 The Procuring entity may waive any minor informality or nonconformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any tenderer.
- 2.20.4 Prior to the detailed evaluation, pursuant to paragraph 22, the Procuring entity will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations. The

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Procuring entity's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

2.20.5 If a tender is not substantially responsive, it will be rejected by the Procuring entity and may not subsequently be made responsive by the tenderer by correction of the nonconformity.

2.21 Conversion to a single currency

2.21.1 Where other currencies are used, the procuring entity will convert those currencies to Kenya shillings using the selling exchange rate on the date of tender closing provided by the central bank of Kenya.

2.22 Evaluation and comparison of tenders.

2.22.1 The procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20

2.22.2 The comparison shall be of the price including all costs as well as duties and taxes payable on all the materials to be used in the provision of the services.

2.22.3 The Procuring entity's evaluation of a tender will take into account, in addition to the tender price, the following factors, in the manner and to the extent indicated in paragraph

2.22.4 and in the technical specifications:

- (a) Operational plan proposed in the tender;
- (b) Deviations in payment schedule from that specified in the Special Conditions of Contract;

2.22.4 Pursuant to paragraph 22.3 the following evaluation methods will be

applied: (a) ***Operational Plan.***

The Procuring entity requires that the services under the Invitation for Tenders shall be performed at the time specified in the Schedule of Requirements. Tenders offering to perform longer than the procuring entity's required delivery time will be treated as non-responsive and rejected.

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(b) Deviation in payment schedule.

Tenderers shall state their tender price for the payment on a schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of this base price. Tenderers are, however, permitted to state an alternative payment schedule and indicate the reduction in tender price they wish to offer for such alternative payment schedule. The Procuring entity may consider the alternative payment schedule offered by the selected tenderer.

2.22.5 The tender evaluation committee shall evaluate the tender within 30 days from the date of opening the tender.

2.22.6 To qualify for contract awards, the tenderer shall have the following: -

- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
- (b) Legal capacity to enter into a contract for procurement
- (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing
- (d) Shall not be debarred from participating in public procurement.

2.23. Contacting the procuring entity

2.23.1 Subject to paragraph 2.19, no tenderer shall contact the procuring entity on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.

2.23.2 Any effort by a tenderer to influence the procuring entity in its decisions on tender evaluation, tender comparison or contract award may result in the rejection of the tenderers tender.

2.24 Award of Contract

a) Post qualification

2.24.1 In the absence of pre-qualification, the Procuring entity will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated

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responsive tender is qualified to perform the contract satisfactorily.

2.24.2 The determination will take into account the tenderer's financial and technical capabilities.

It will be based upon an examination of the documentary evidence of the tenderer's qualifications submitted by the tenderer, pursuant to paragraph 2.1.2, as well as such other information as the Procuring entity deems necessary and appropriate.

2.24.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the Procuring entity will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

b) **Award Criteria**

2.24.4 Subject to paragraph 2.22 the Procuring entity will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

2.24.5 The procuring entity reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for the procuring entity's action. If the procuring entity determines that none of the tenderers is responsive; the procuring entity shall notify each tenderer who submitted a tender.

2.24.6 A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

2.25 **Notification of award**

2.25.1 Prior to the expiration of the period of tender validity, the Procuring entity will notify the successful tenderer in writing that its tender has been accepted.

2.25.2 The notification of award will signify the formation of the Contract subject to the signing of the contract between the tenderer and the procuring entity pursuant to clause 2.26. Simultaneously the other tenderers shall be notified that their tenders have not been successful.

2.25.3 Upon the successful Tenderer's furnishing of the performance security pursuant to

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paragraph 27, the Procuring entity will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

2.26 Signing of Contract

2.26.1 At the same time as the Procuring entity notifies the successful tenderer that its tender has been accepted, the Procuring entity will simultaneously inform the other tenderers that their tenders have not been successful.

2.26.2 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the Procuring entity.

2.26.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.27 Performance Security

2.27.1 Within thirty (30) days of the receipt of notification of award from the Procuring entity, the successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form acceptable to the Procuring entity.

2.27.2 Failure of the successful tenderer to comply with the requirement of paragraph 2.26 or paragraph 2.27.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event the Procuring entity may make the award to the next lowest evaluated or call for new tenders.

2.28 Corrupt or Fraudulent Practices

2.28.1 The Procuring entity requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.28.2 The procuring entity will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

2.28.3 Further, a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in Public Procurement in Kenya.

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APPENDIX TO INSTRUCTIONS TO THE TENDERERS

The following information for procurement of services shall complement or amend the provisions of the instructions to tenderers. Wherever there is a conflict between the provisions of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers

Instruction s to tenderers	Particulars of appendix to instructions to tenderers
2.1	Particulars of eligible tenderers: ICT firms specializing in SUPPLY, IMPLEMENTATION AND COMMISSIONING OF AN HEALTH MANAGEMENT AND INFORMATION SYSTEM. Firms that have ICT Projects with Kiambu County that are behind schedule or have not been fully paid for because of unsatisfactory performance are not eligible and shall not be considered for award.
2.2.2	Interested eligible candidates may obtain tender documents from our website www.kiambu.go.ke at no cost
2.9.1	Tender Prices: Tenderers should indicate the total cost(s) required to complete the assignment(s) as per the detailed specifications.
2.10	Particulars of other currencies allowed. None
2.11	Particulars of eligibility and qualifications documents of evidence required. (SEE 2.20.1)
2.12.2	Interested eligible candidates may obtain tender documents from our website www.kiambu.go.ke at no cost.
2.12.4	Form of Tender Security: The Tender Security of 2% of the tender price shall be in the form of a Guarantee from a reputable bank or an insurance company approved by The Public Procurement regulatory Authority (PPRA).
2.13	Validity of Tenders: Tenders Shall remain valid for 120 days after date of tender opening
2.16.3	Bulky tenders who do not fit in the tender box shall be delivered to the Thika sub-county offices room 15B

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2.20.1	<p>Tenderers are required to submit copies of the following MANDATORY DOCUMENTS which will be used during Preliminary Examination to determine responsiveness:</p> <ol style="list-style-type: none"> 1) Copy of certificate of Registration/Incorporation 2) Copy of Valid Tax Compliance certificate 3) Must Fill the Price Schedule in the format provided 4) Must Fill the Form of Tender in the format provided 5) Must submit a dully filled up Confidential Business Questionnaire in format provided 6) Must submit a tender security of 2% of the tender 7) Valid single business permit 8) Proven Physical location of the company/Firm (attached evidence e.g. title deed, lease agreements or utility bills) 9) Valid direct manufacturers/developer authorization letter/certificate if not the manufacturer/developer or Proof of ownership if the bidder is the Manufacturer e.g. patent registration/copyright/ intellectual property. 10) Must submit serialized 2 (Two) copies of the Bid document i.e ORIGINAL and COPY 11) Station Site Visit Certificate signed by the Station Head or his appointed nominee. The sample sites for this tender are: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">No.</th> <th style="width: 60%;">Name</th> <th style="width: 30%;">Sub County</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Kiambu level 5 hospital</td> <td style="text-align: center;">Kiambu</td> </tr> </tbody> </table> <p>At this stage, the tenderer's submission will either be responsive or non-responsive. The non-responsive submissions will be eliminated from the entire evaluation process and will not be considered further</p>		No.	Name	Sub County	1	Kiambu level 5 hospital	Kiambu
No.	Name	Sub County						
1	Kiambu level 5 hospital	Kiambu						

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2.22	<p>Evaluation and comparison of Tenders: The following evaluation criteria shall be applied notwithstanding any other requirement in the tender documents.</p> <p><u>Selection</u> <u>Process</u></p> <p>Below is a description of the evaluation steps that will be adopted.</p> <p><u>STEP 1: Preliminary evaluation</u></p> <p>This will be an elimination stage which will be done as per paragraph 2.20.1 above.</p> <p><u>STEP 2: Technical evaluation</u></p> <p>Technical evaluation shall be based on the stated specific technical requirements of the system and capacity of the tenderer to supply and will be undertaken as per the schedule of requirements given in Section V and Technical Specifications.VI</p> <p>The tenders will be technically evaluated and marks awarded as stipulated in TECHNICAL EVALUATION RESPONSE FORM</p> <p>The technical responses will be marked out of 100 to arrive at the <i>technical score (St)</i> and the minimum technical score required to proceed to financial evaluation is 75%. Tenderers who fail to secure the minimum technical score will be eliminated from the entire evaluation process and will not be considered further.</p> <p><u>STEP 3: Financial Evaluation</u></p> <p style="text-align: center;">The award shall be done to the lowest evaluated bidder</p> <p>The client reserves a right to request for proof of concept or presentation as part of due diligence.</p>
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Cont. Evaluation Criteria

2.23 Declaration (For Tenderer Only)

The Tenderer is expected to state categorically whether he/she will/will not accept to be evaluated on the above criteria

Q. Will you accept your bid to be evaluated based on the above criteria and abide them during the entire period of the tender (tick appropriately below)

No:

Yes:

Official Stamp:

Sign:

Date:

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Instructions to tenderers	Particulars of appendix to instructions to tenderers
2.24 (a)	Particulars of post – qualification if applicable. Kiambu County may carry out post qualification and inspect the premises to confirm details
2.24. (b)	<p>Award Criteria:</p> <p><u>TENDERERS ARE ADVISED TO CLEARLY READ AND UNDERSTAND THE INSTRUCTIONS BELOW AS THEY WILL FORM PART OF THE BASIS OF AWARD</u></p> <p>(i) <i>AWARD WILL BE MADE TO THE HIGHEST RANKED TENDERER WHO WILL BE CONSIDERED THE LOWEST EVALUATED.</i></p>
2.27	Particulars of performance security if applicable. 2 % of the Contract sum in the form of a Bank guarantee to remain valid for the duration of the contract.
Other's as necessary	A PRE-BID MEETING WILL BE HELD ON 14 th December, 2018 at Kiambu Level 5 Hospital at 10.00am.

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SECTION III - GENERAL CONDITIONS OF CONTRACT

3.1. Definitions

In this contract the following terms shall be interpreted as indicated:

- i. “The contract” means the agreement entered into between the Procuring entity and the tenderer as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- ii. “The Contract Price” means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations.
- iii. “The services” means services to be provided by the contractor including materials and incidentals which the tenderer is required to provide to the Procuring entity under the Contract.
- iv. “The Procuring entity” means the organization sourcing for the services under this
 1. Contract.
- v. “The contractor means the individual or firm providing the services under this
 1. Contract.
- vi. “GCC” means general conditions of contract
contained in this section g) “SCC” means the special
conditions of contract
- vii. “Day” means calendar day

3.2. Application

- 3.2.1. These General Conditions shall apply to the extent that they are not superseded by provisions of other part of contract.

3.3. Standards

- 3.3.1. The services provided under this Contract shall conform to the 7 standards mentioned in the Schedule of requirements

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3.4. Patent Right's

3.4.1. The tenderer shall indemnify the Procuring entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the services under the contract or any part thereof.

3.5. Performance Security

3.5.1. Within twenty-eight (28) days of receipt of the notification of Contract award, the successful tenderer shall furnish to the Procuring entity the performance security where applicable in the amount specified in Special Conditions of Contract.

3.5.2. The proceeds of the performance security shall be payable to the Procuring entity as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.

3.5.3. The performance security shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring entity and shall be in the form of:

- a) A bank guarantee.
- b) Such insurance guarantee approved by the Authority.

3.5.4. The performance security will be discharged by the procuring entity and returned to the candidate not later than thirty (30) days following the date of completion of the tenderer's performance of obligations under the contract, including any warranty obligations under the contract.

3.6. Inspections and Tests

3.6.1. The Procuring entity or its representative shall have the right to inspect and/or to test the services to confirm their conformity to the Contract specifications. The Procuring entity shall notify the tenderer in writing, in a timely manner, of the identity of any representatives retained for these purposes.

3.6.2. The inspections and tests may be conducted on the premises of the tenderer or its subcontractor(s). If conducted on the premises of the tenderer or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Procuring entity.

3.6.3. Should any inspected or tested services fail to conform to the Specifications, the Procuring entity may reject the services, and the tenderer shall either replace the rejected services or make alterations necessary to meet specification requirements free of cost to the Procuring entity.

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3.6.4. Nothing in paragraph 3.7 shall in any way release the tenderer from any warranty or other obligations under this Contract.

3.7. Payment

3.7.1. The method and conditions of payment to be made to the tenderer under this Contract shall be specified in SCC

3.8. Prices

3.8.1. Prices charged by the contractor for services performed under the Contract shall not, with the exception of any Price adjustments authorized in SCC, vary from the prices by the tenderer in its tender or in the procuring entity's request for tender validity extension as the case may be. No variation in or modification to the terms of the contract shall be made except by written amendment signed by the parties.

3.9. Assignment

3.9.1. The tenderer shall not assign, in whole or in part, its obligations to perform under this contract, except with the procuring entity's prior written consent.

3.10. Termination for Default

3.10.1. The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part:

- a) if the tenderer fails to provide any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity.
- b) if the tenderer fails to perform any other obligation(s) under the Contract.
- c) if the tenderer, in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

3.10.2. In the event the Procuring entity terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the tenderer shall be liable to the Procuring entity for any excess costs for such similar services.

3.11. Termination of insolvency

3.11.1. The procuring entity may at the anytime terminate the contract by giving written notice to the contractor if the contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the contractor, provided that such termination will not produce or affect any right of action or remedy, which has accrued or will accrue thereafter to the procuring entity.

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3.12. Termination for convenience

- 3.12.1. The procuring entity by written notice sent to the contractor may terminate the contract in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the procuring entity convenience, the extent to which performance of the contractor of the contract is terminated and the date on which such termination becomes effective.
- 3.12.2. For the remaining part of the contract after termination the procuring entity may elect to cancel the services and pay to the contractor on agreed amount for partially completed services.

3.13. Resolution of disputes

- 3.13.1. The procuring entity's and the contractor shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the contract.
- 3.13.2. If after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

3.14. Governing Language

- 3.14.1. The contract shall be written in the English language. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in the same language.

3.15. Force Majeure

- 3.15.1. The contractor shall not be liable for forfeiture of its performance security, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

3.16. Applicable Law.

- 3.16.1. The contract shall be interpreted in accordance with the laws of Kenya unless otherwise specified in the SCC

3.17. Notices

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- 3.17.1. Any notices given by one party to the other pursuant to this contract shall be sent to the other party by post or by fax or E-mail and confirmed in writing to the other party's address specified in the SCC
- 3.17.2. A notice shall be effective when delivered or on the notices effective date, whichever is later.

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SECTION IV - SPECIAL CONDITIONS OF CONTRACT

- 4.1. Special conditions of contract shall supplement the general conditions of contract, wherever there is a conflict between the GCC and the SCC, the provisions of the SCC herein shall prevail over those in the GCC.
- 4.2. Special conditions of contract with reference to the general conditions of contract.

General conditions of contract reference	Special conditions of contract
3.5	Specify performance security if applicable: applicable
3.7	Specify method Payments. Method of payments will be agreed on depending on identifiable milestones and percentages of project completed but shall be agreed upon during the signing of the contract agreement. Payments shall be made within 30 days upon receipt of Invoice(s)
3.8	Specify price adjustments allowed. None
3.14	Specify resolution of disputes. Disputes to be settled as per the Arbitration Laws of Kenya
3.16	Specify applicable law. Laws of Kenya
	Service level agreements models State the preferred model (tick one) i).One off ii) Annually, 6months, quarterly iii) Percentage of transaction

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3.17	Indicate addresses of both parties. Client: County Government of Kiambu Department of Health Services P. O. Box 2344 -00900 Kiambu
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SECTION V- SCHEDULE OF REQUIREMENTS

The County Government of Kiambu intends to **install a HOSPITAL MANAGEMENT AND INFORMATION SYSTEM at Kiambu level 5 hospital.**

Tenderers are advised to clearly read and fully respond to the technical specifications.

The maximum number of days expected to complete the assignment is 90 days.

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SECTION VI - TECHNICAL SPECIFICATIONS

6.1. KIAMBU COUNTY BACKGROUND

Following the passing of the 2010 Constitution of Kenya the Counties of Kenya came into being and are geographical units of the [devolved government](#). The powers are provided in Articles 191 and 192, and in the Fourth Schedule of the Constitution of Kenya and the County Governments Act of 2012.

Kiambu County is a former administrative district in the old Central Province of Kenya, comprising 12 constituencies and 60 county assembly wards. Adjacent to the northern border of Nairobi and with a population of 1,623,282 (Census, 2009), Kiambu county is fast emerging into a popular cosmopolitan hub, with some of its urban centres like Kikuyu, Limuru, Ruiru and Thika, providing excellent commercial opportunities to both Kiambu residents and non-residents.

Vision:

An efficient, effective and high-quality health care system that is accessible, equitable and affordable for every person in Kiambu County.

Mission:

To provide health services that is equitable, accessible and accountable to the people of Kiambu County through participatory leadership

As part of the Kiambu County restructuring its technologies the new County administration understands the important role that technology can play in transforming operations of the County and improving citizen service delivery. The County has therefore initiated an ICT Transformation Strategy 2013-2017 aimed at utilizing technology to improve citizen service delivery, increase efficiency and enhance revenue collection. This will be done through implementation and deployment of suitable HMIS solutions at the county headquarters and its all level 4 and level 5 hospitals. The aim of the solutions identified in the ICT Transformation Strategy include

- In line with Kiambu County ICT Business Value Roadmap and the Kiambu County Health and Investment Strategic Plan, all Level 4 and 5 hospitals will be computerised and equipped with Hospital Management Information Systems

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(HMIS). HMIS will improve the monitoring and evaluation of health services in dispensaries and health centres with ability to track patient encounters, revenues collected, and drug inventories. This will provide real time access to reports on utilization for services, staff productivity and facility financial data.

6.2. Kiambu County Locations

Kiambu County is comprised of 12 sub-counties. They are Thika, Ruiru, Juja, Kiambu, Kiambaa, Githunguri, Limuru, Lari, Kikuyu, Kabete, Gatundu South and Gatundu North.

6.3. Kiambu County Government Objectives

The main objectives of the above solutions will be to:

- .1.1.1. Improve service delivery to the Citizens of Kiambu County by offering customer facing
- .1.1.2. payment solutions that enhance compliance, efficiency, accessibility and transparency
- .1.1.3. Improve revenue collection.
- .1.1.4. Better collaboration through one complete view of revenue collection activities
- .1.1.5. Manage and reduce risk by eliminating uncertainty in data and information.
- .1.1.6. Improve operational efficiency by aligning strategic goals and desired outcomes.
- .1.1.7. Ensure transparency in government by opening up information to stakeholders by providing real time reports.

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6.4. Desired Technology Environment

- Kiambu County Government is looking to implement a new ICT Strategy align it with its needs. The technology envisioned will automate patient care, HMIS will improve the monitoring and evaluation of health services in dispensaries and health centres with ability to track patient encounters, revenues collected, and drug inventories. This will provide real time access to reports on utilization for services, staff productivity and facility financial data. This will foster an information rich environment for better, accurate, and timely decision making in order to serve citizens better.

This will provide patients with convenient and secure online payment options for the different services provided and also bridge the need for trusted and reliable data that involves creating and maintaining a single view of each patient. This allows all information systems and business processes to share accurate and consistent data. The desired outcome of the project will be to

- Provide KCG with the ability to monitor revenue collection from multiple sources on a real time basis
- Connect independent data sources, identifying common relationships, and present accurate information in a single repository to serve an intended business purpose
- Provide single view of the citizen by providing a single master record for each citizen, promoting greater consistency and visibility across all touch points, and making it easier to county staff to provided service
- Enhance quality of data to ensure that each citizen is addressed consistently in all information systems, monitoring and reporting on data anomalies.
- Gain insights from the data to be monetized and as a result arming the county with better reporting and data management capabilities.

Commissioning

The system shall be commissioned by the Project Manager from the contractor after the successful completion of site test and commissioning as per the tests mentioned above. A commissioning certificate will then be issued.

6.5. SCOPE OF WORKS

The scope of work for the project will involve the **SUPPLY, IMPLEMENTATION AND COMMISSIONING OF A HOSPITAL MANAGEMENT AND INFORMATION SYSTEM IN KIAMBU LEVEL V HOSPITAL**

This will include:

- a) Design and build a Data Warehouse. This shall involve the following
- b) Extraction of Data from the current Deployments of the existing ERP.
- c) Data Cleansing to remove and monitor any dirty data as shall be advised by the users.

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- d) Data modeling into dimensions for analysis.
- e) Implement Revenue Collection, all points of care i.e. Patient Registration, Triage, Doctors Desk, Pharmacy, Laboratory, MCH, Analytics Dashboards. The system should also provide role based dashboards. Collection here means the Fees charged by the County Governments Hospitals. The above analysis should be aggregated at the County Head Quarters for the relevant County Officers., with capability to drill down to the details required by the Sub-county Finance Officers.
- f) Enabling access of the Reports and dashboards on mobile devices e.g. iPads and Galaxy Tablets.
- g) Scheduling of the reports and Dashboards to run at defined intervals.
- h) Training of the end Technical and Business Users
- i) The Vendor must provide a detailed test plan to be used in preparation for the start of the System Acceptance process
- j) Provide support to Kiambu County in preparing UAT test scripts, and in executing the User Acceptance Testing.
- k) Review any failed Test Scripts with the Users to ascertain whether the fault lies in the Test Scripts, or the vendor's implementation of the Functional Specification. If the latter, the vendor will promptly fix the incorrect implementation, and the failed Test Script will be re-run by the Users
- l) The original software developer should provide quality assurance by providing specifications that are provided in the requirements section of this document

6.6. WARRANTY & SUPPORT

The contractor will be required to provide a three-year warranty on all active devices.

The Contractor shall warrant that all the equipment is free from defect and that the Contractor shall take immediate action during the 3-year warranty period.

6.7. ACCEPTANCE

The acceptance by the county will be based on visual inspection during works and technical tests following complete contractor's tests. Acceptance will only be sanctioned when all technical tests and visual controls have certified that the works are in strict compliance with the terms of the contract.

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6.8. SCHEDULE OF WORKS

It is expected that the Supply, Installation, Testing and Commissioning of the system will be completed within the agreed period following the signing of the Contract.

Contractors are required to submit a phased schedule of works to enable critical activities to proceed with minimal interruptions. The Contractor is expected to adhere to this schedule or within variations as may be agreed with the County and which must ensure continuity of critical operations.

The Contractor must guarantee completion of the Installation and Commissioning within the specified schedule. If the Contractor fails to complete the installation and commissioning within the specified schedule, the Contractor may be required to pay liquidation damages.

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances.

Pre bid meeting	14th December, 2018 at 10.00 AM.
Tender Closing	21st December, 2018 at 10.00 AM.

6.9. DOCUMENTATION

All additional documentation required by this Specification or necessary for the satisfactory performance of the job shall also be provided by the bidder.

To qualify for contract awards, the tenderer shall have the following: -

- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
- (b) Legal capacity to enter into a contract for procurement
- (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing
- (d) Shall not be debarred from participating in public procurement.

6.10. Terms and Conditions of the tender

Payments shall be done according to percentages of contract value at each stage of the project according to milestones and percentages of project completed as proposed by the bidder and accepted by the County. The final payment shall be after commissioning and acceptance.

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All tenders must be accompanied by evidence of the necessary professional and technical qualifications and competence.

All tenderers must provide proof of experience from their previous customers involving work of similar nature in terms of certificates of completion.

All tenders must be accompanied by developers' warranty.

All tenderers must specify preferred service level agreement model

The requirements for a modern Hospital Management Information System

The requirements for a modern Hospital Management Information System hereafter referred to as HMIS are as follows.

Architecture/ Requirements:

- i) Privacy respecting using state of the art security to encrypt and safeguard patient information
- ii) The system should be **web-based**, responsive, mobile friendly and accessible.
- iii) Can be hosted locally in our data center or in the cloud.

Modules Highlight

1. Administration
2. Patient Registration
3. Ward Management
4. Managerial Accounting
5. Payment Processing
6. Reporting
7. Inventory
8. Pharmacy
9. Lab Test Management
10. Outpatient
11. Imaging
12. Nurse Module
13. Inpatient
14. Human Resource
15. Payroll
16. Morgue
17. Hospital Information Board
18. Dashboards

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Details

ADMINISTRATION

1. User management

- a) User - Ability to create users and specify their roles as well as suspend their accounts
- b) User privilege - Ability to assign users privileges Role
Ability to manage roles - add, delete and edit Role
privilege - Ability to assign privileges to roles
- c) Approval mandate - Ability to set approval mandates and specify the approvers at every level

2-Factor Authentication feature

Configuration

- a) Branch - The ability to configure branches where applicable
- b) Department - The ability to configure departments i.e. add, delete and edit Units -
The ability to configure units - add, delete and edit
- c) Clinics - The ability to add, delete and edit clinics as well as specify hours of operation
Medical scheme - The ability to add, delete and edit medical schemes. Inactive schemes can also be suspended
- d) Bank list - The ability to configure banks - adds, delete and edit Bank
branches - The ability to add, delete and edit bank branches
- e) Late charge time - This view offers the ability to configure late charge times for facilities that apply such a policy
- f) Waiver cases - This view offers the ability to specify waiver cases such as free services for prisoners
- g) Mobile payments Pay bill codes setup
- h) Audits - Ability to view and manage actively logged on users, track user activity, make backups, view system error logs and manage background system processes.
- i) System process - Ability to manage licenses (gets and activates licenses) and fetch and apply system updates.
- i. Online help desk - the ability to document user enhancement requests and file bugs.

2. PATIENT REGISTRATION MODULE

Manage patients

- a) Patient Register - Ability to register the bio-data for patients and capture other
- b) extended information such as insurances, next of kin in addition to identifying existing patients with finger prints.
- c) Patient Queue - View queued patients and have the ability to change their billing package, insurance, activate/deactivate waivers and view visit profiles.
- d) Current inpatient - Listing of all currently admitted patients in the various wards.

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Calendar

Appointment - Ability to manage appointments i.e. ability to create, delete and set up SMS reminders

Configuration

- a) Visit types - Ability to Configure visit types i.e. add, delete and edit.
- b) Relationship types - Ability to manage relationship types i.e. add, delete and edit
- c) Extended bio fields - Ability to add bio fields that are not included in the patient registration form therefore providing flexibility
- d) Locations - ability to add sub locations and locations that may not already be included in the system

3. WARD MANAGEMENT

MODULE Inpatient

- a) Admission queue - A list of patients admitted from the clinics with the ability to assign them to the wards they have been admitted to
- b) Bed/bill allocation - Ability to change beds and bill inpatients
- c) Direct admission - Ability to admit those patients who have not been clerked in the clinic(s)
- d) Current admissions - A list of all inpatients

Configuration

- a) Ward categories - ability to configure ward categories i.e. add, edit and delete Wards - Ability to configure wards i.e. add, delete and edit
- b) Rooms - Ability to configure rooms i.e. add, delete and edit
- c) Beds - Ability to configure beds i.e. add, delete and edit

Default inclusions

- a) Ward billables - Ability to configure default ward billables that accrue daily
- b) Bed billables - Ability to configure default bed billables that accrue daily
- c) Admission billables - Ability to configure default admission billables that are charged on admission

4. MANAGERIAL

ACCOUNTING Financials

- a) Chart of accounts - Ability to manage financial periods - add and lock - recalculate profit/loss and manage ledger accounts i.e. add, delete and edit General journal - Ability to view and make journal entries
- b) General ledger - Ability to view the content/transactions in ledger accounts

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- c) Payment mode - Configuration of the various payment modes i.e. specifying their ledger accounts
- d) Budget - Ability to create budgets as well as view the corresponding status of budget item commitments

- e) Bank
- f) Bank deposit - Ability to specify bank deposits in their respective ledger accounts Bank reconciliation - Ability to reconcile bank ledger accounts.

- g) Price/service management
- h) Price list - The ability to configure and manage prices i.e.; add, edit and delete/disable price list items
- i) Service list - The ability to configure and manage services i.e.; add, edit and delete/disable service list items
- j) Late charge list - Ability to configure 'late' charges where applicable i.e. rates that apply for services offered after hours and/or public holidays
- k) Package - Ability to configure pricing packages for different types of clients such as those covered by medical schemes with special negotiated rates

- l) Project accounting - The ability to track money going into a project and income generated from the said project

Reports

- a) Daily collection - A detailed list of the daily collections including each settled invoice item with the ability to reprint receipts
- b) Daily payment - A detailed list of daily payments including each settled voucher item
Unposted revenue - A list of all unposted invoices with the ability to post them
Cashflow breakdown - A side by side view of cash receipts and payments

5. PAYMENT PROCESSING

Receivables

- a) Invoice view - A list of all invoices whether generated automatically or created manually with the ability to process payments, request refunds, create invoices and print invoices
- b) Receive payment - The ability to receive payments
- c) Refund request - The ability to approve and service - or issue - refund requests Deposit - Ability to receive and refund client deposits
- d) Medical cover - Ability to withdraw money from a medical scheme such as when the client is seeking treatment elsewhere for a service that is not available even though they are entitled to some form of medical cover

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Payables

- a) Voucher(s) view - A list of all vouchers whether generated automatically or created manually with the ability to clear and post, create vouchers and print vouchers
- b) Make payment - Ability to make payments
- c) Payment listing - A detailed list of all payments with the ability to print payment vouchers

Petty cash

- a) Replenishment - Ability to make and approve petty cash requests and replenish from cashier collections
- a) Payment request - A list of all approved payment requests with the ability to service them
- b) Imp rest request - A list of all approved imp rest requests with the ability to service them
- Staff advance requests - A list of all approved staff advanced requests with the ability to service them as well as specify repayment schedules
- Processed payment - A list of all serviced imp rest requests, payment requests and staff advance requests
- c) Allocation - Ability to account for and allocate imp rest expenditure to its appropriate expense accounts

Debtor management

- a) Debtor category - Ability to create debtor categories and sub-categories Debtor
- b) Ability to create and delete debtors Claims
Ability to create claim schedules
- c) Bulk allocation - Ability to allocate paid claims to their respective invoices.

Reports

- a) Cashier collection - A detailed cashier collection report
- b) Debtor statement - A list of all debtors and their corresponding debt with the ability to print a debtor's statement of account
- c) Debtor aging report - A list of aged debtor balances
- d) Creditor statement - A list of all creditors with the ability to print a creditor's statement of account
- e) Creditor aging report - A list of aged debtor balances
- f) Insurance allocation - A list showing the allocation status of insurance claims Insurance settlement - A list of all insurance schemes and the settlement of their claims
- g) Billing
- h) Current inpatient - A list of all inpatients with their current bills

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6. REPORTING

MODULE Operations

analysis

- a) Visit analytics - A graphical presentation of patient visits
- a) Patient - A daily and monthly breakdown of patient visits including charts Imaging - Daily breakdown of patient visits to the imaging department Lab - Daily breakdown of patient visits to the lab
- b) Inventory - Inventory trail showing usage of inventory items in the store(s)

Collection analysis

- a) Unit monthly summary - A report detailing every unit's collection on a daily and monthly collection
- b) Payment mode summary - A report detailing collection by payment mode Cashier collection - A detailed cashier collection report
- c) Debtor collection - A report showing money paid by debtors.

Revenue analysis

- a) Billable item - A detailed report showing revenue by billable items
- b) Department unit - A detailed report showing revenue by unit Inpatient/Outpatient - A detailed report showing revenue by inpatient/outpatient Staff - A detailed report showing revenue generated by staff members

Performance analysis

- a) Individual unit performance - A detailed report showing the income and expenditure of every unit
- b) Unit monthly performance - A report showing the net performance of every unit

Financial statements

- a) Trial balance - A list of all general ledger accounts including the value of said ledger accounts
- b) Income statement - A financial statement showing the facility's revenues and expenses during the specified financial period
- c) Balance sheet - A summary of the financial balances of the facility

Medical reports

- a) Clinical - A view with clinic statistics and the standard HMIS reports required for facility reporting to the MOH in the country of operation.
- b) Operational - A view with operational reports including current admissions and bed occupancy
- c) Imaging - A report showing imaging statistics

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- a) Inventory reports - A collection of reports showing the status of inventory including stock movement report, store product levels, stock replenishment, purchase deliveries, just to mention but a few.
- b) Geo-visualization
- c) Registered patients - A heat map showing the regional distribution of patients registered in the facility
- d) Disease heat map - A heat map showing the regional outlook of diseases diagnosed in the facility

Configuration - The ability to configure MOH reports: MOH 705 and MOH 505

7. INVENTORY

Inventory management

- a) The ability to manage inventory items - add, delete and edit. It is also possible to configure selling and buying price, stores where the items can be found and associated control ledger accounts.
- b) Inventory units - The ability to configure inventory units of purchase and issue
Inventory category - The ability to configure inventory categories - add, delete and edit

Store management

- a) Storage area - The ability to configure and manage stores - add, delete and edit
- b) as well as configure the associated stock control ledger accounts and store managers
Store requisition - The ability to make and service store requisitions
Internal consumption - The ability to make and service internal consumption requests
Store sale - The ability to sell store items
- c) Store receipt - The ability to receive items into the store(s), those items that did not go through the purchase management process
- d) Stock level adjustment - The ability to adjust store product levels and replenishment levels and their associated batch lines especially for pharmaceuticals.

Purchase management

- a) Purchase requisition - The ability to make purchase requisitions, service them and receive goods against them.
- b) Purchase order - The ability to approve and process LPO's
- c) LSO requisition - The ability to make service requisitions as well as approve them
- d) LSO processing - The ability to approve and process Local Service Order's

Supplier management

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- a) Supplier category - The ability to configure - add, delete and edit - categories to which suppliers belong
- b) Supplier - The ability to configure suppliers i.e. add, delete, edit and suspend

Reports - A collection of inventory reports including stock movement, store product levels, purchase deliveries, replenishment levels, just to mention but a few.

8. PHARMACY Point of sale

- a) Patient queue - A list of all patient prescriptions made within the facility Order - The ability to raise and dispense drug orders against prescriptions
- b) Bulk order - The ability to raise and service inpatient prescriptions in bulk Reminders - The ability to configure prescription reminders by way of text message

Configuration

- a) Drugs - The ability to configure drugs - add, delete, edit - as well as specify stores where the drugs can be found and associated stock control accounts Drug category - The ability to configure categories to which drugs belong - add, delete and edit
- b) Drug stock levels - The ability to adjust drug stock levels
- c) Pharmacology - The ability to configure prescriptions as they would appear in the outpatient module
- d) Pharmacology link - The ability to link prescriptions (pharmacology) to drugs.

Reports

- a) Monthly workload - A monthly workload report according to drug specifications
 - common drugs, antibiotics, special drugs, pediatrics and antimalarials
- Monthly revenue - A report indicating monthly revenue from the sale of drugs
- Monthly drug summary - A summary of drug consumption according to age - Under five and over five

8. LAB TEST MANAGEMENT

- a) Test queue - The ability to view all pending requests as well as report and print results

Configuration

- a) Tests - The ability to configure lab tests - add, delete and edit
- b) Test categories - The ability to manage test categories - add, delete and edit Test result types - The ability to configure test result types - add, delete and edit Remark templates - The ability to manage result templates - add, delete and edit

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Default inclusions

- a) Billables - The ability to link lab tests to prices so invoices are created automatically when tests are requested
- b) Inventories - The ability to link lab tests to inventory items that are consumed while the test(s) are being done

Reports

- a) Analysis reports - Reports showing lab test statistics such as number of tests performed for the selected period
- b) Workload - A report showing the workload attributed to the lab staff over the selected period time

9. OUTPATIENT

MODULE Patient management

- a) Patient queue - A list of all patients queued to the clinics with the ability to clerk said patients
- b) Procedure queue - A list of all patients queued for procedures with the ability to administer said procedures

Configuration

Diseases - ICD 10 list of diseases

- a) Complaint category - The ability to configure complaint categories - add, delete and edit
- b) Complaints - The ability to configure chief complaints - add, delete and edit
Pharmacology - The ability to configure drug prescriptions - add, delete and edit
General exams - The ability to configure general exams - add, delete and edit
Procedure category - The ability to configure procedure categories - add, delete and edit
- c) Procedure - The ability to configure procedures - add, delete and edit
- d) Illness history template - The ability to manage HPI templates - add, delete and edit
Physical exam template - The ability to manage physical exam templates - add, delete and edit

Default inclusions

- a) Prescription inventory - The ability to link drugs administered in the facility to inventory items consumed during the administration
- b) Prescription billables - Ability to link drug prescriptions that will be administered in the facility to default billable items
- c) Minor theatre inventory - The ability to link minor procedures administered in the facility to inventory items consumed during the administration
- d) Minor theatre billables - The ability to link minor theatre procedures to billable items that should be charged for those procedures

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- a) Minor procedure investigations - The ability to link minor theatre procedures to investigations that should be done every time the procedure is requested

Reports

Workload - A detailed report showing workload with respect to individual clinicians

10. IMAGING MODULE

Patient queue - The ability to view all pending imaging requests as well as report and print findings

Default inclusions

- a) Billables - The ability to link imaging procedures to prices so invoices are created automatically when they are requested
- b) Inventories - The ability to link imaging procedures to inventory items that are consumed while the procedures are being done

Configuration

- a) Imaging category - The ability to configure imaging procedure categories - add, delete and edit
- b) Imaging list - The ability to configure imaging procedures -add, delete and edit
Result template - The ability to configure imaging result templates - add, delete and edit

Reports

Analysis reports - A report showing statistics of procedures done over the selected period of time

11. NURSE MODULE

Outpatient care

- a) Prescription queue - A list of all drug prescriptions made in the facility with the ability to administer them
- b) Minor theatre queue - A list of all minor theatre procedures requested in the facility with the ability to administer them
- c) Vaccination queue - A list of all patients queued for vaccination with the vaccines earmarked for that visit including the ability to administer the vaccines
- d) Patient queue - The ability to record document triage observations

Inpatient care

- a) Nursing care - The ability to take down nursing notes - nursing care plan, cardex, partograph, vitals monitor and the fluid balance chart - in addition to the ability to

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request lab tests

- b) Shift summary - The ability to write the shift summary report during shift change in the wards
- c) Prescription queue - A list of all prescriptions made within the facility with the ability to administer them
- d) Minor theatre queue - A list of all minor procedures prescribed within the facility with the ability to administer them

Theatre patient queue - A digital theatre list including the pre-operation theatre checklist

Configuration

- a) MT Category - The ability to configure minor theatre procedure categories - add, delete and edit
- b) Minor theatre - The ability to configure minor theatre procedures - add, delete and edit
Vaccine - The ability to manage vaccines - add, delete and edit - as well as link them to their appropriate report bands for the MOH 710 report
Vital result types - The ability to configure result types for vitals - add, delete and edit
- a) Vital types - The ability to configure vital types - add, delete and edit
- b) Triage type - The ability to link triage types to the vital types that should always be listed when they have been selected
- c) Education category - The ability to configure patient education item categories - add, delete and edit
- d) Patient education - The ability to configure patient health education items - add, delete and edit
- e) Cardex notes templates - The ability to configure cardex templates - add, delete and edit
- f) Default inclusions
- g) Prescription inventory - The ability to link drugs administered in the facility to inventory items consumed during the administration
- h) Prescription billables - Ability to link drug prescriptions that will be administered in the facility to default billable items
- i) Minor procedure inventory - The ability to link minor procedures administered in the facility to inventory items consumed during the administration
- j) Minor procedure billables - The ability to link minor theatre procedures to billable items that should be charged for those procedures
- k) Vaccine inventory - The ability to link vaccines administered in the facility to inventory items consumed during the administration
- l) Vaccine billables - Ability to link vaccines that will be administered in the facility to default billable items

Reports

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Lab test status - A list of all requested lab tests showing their current status Imaging status -
A list of all requested imaging procedures showing their current status

12. INPATIENT

MODULE Inpatient care

- a) Admissions - The ability for clinicians to clerk inpatients and accomplish most tasks related to Inpatients like reviewing medical history, discharge them and certify death Theatre queue - A digital theatre list including the ability to take down post operation notes
- b) Theatre schedule - A visual presentation of the theatre list showing the schedule of the operations as they are slated

Configuration

- a) Procedure category - The ability to configure procedure categories - add, delete and edit
 - b) Procedure - The ability to configure procedures - add, delete and edit Complaint category - The ability to configure complaint categories - add, delete and edit
 - c) Complaints - The ability to configure chief complaints - add, delete and edit Diseases - ICD 10 list of diseases
 - d) Pharmacology - The ability to configure drug prescriptions - add, delete and edit General exams - The ability to configure general exams - add, delete and edit
 - e) Theatre rooms - The ability to configure theatre rooms where there are more than one - add, delete and edit
-
- a) Illness history template - The ability to manage HPI templates - add, delete and edit Physical exam template - The ability to manage physical exam templates - add, delete and edit

Default inclusions

- a) Procedure inventory - The ability to link operations administered in the facility to inventory items consumed during the administration
- b) Procedure billables - The ability to link operations to billable items that should be charged for those operations
- c) Major procedure investigations - The ability to link major procedures to investigations that should be done every time the procedure is requested

Reports

Lab test status - A list of all requested lab tests showing their current status Imaging status - A list of all requested imaging procedures showing their current status Mortalities - A list of all deaths certified through the system Workload - A detailed report showing workload with

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respect to individual clinicians

13. HUMAN

RESOURCE Employee

management

- a) Employee register - A list of all employees with the ability to configure employee personal details, employee benefits and employee earnings
- b) Employee tenure - The ability to configure the length and terms of employee engagement as well as terminate employee tenure
- c) Employee conduct cases - The ability to document employee conduct cases including meeting dates, resulting action and status of said cases

Leave management

- a) Leave requests - Through this view the HR manager can review and approve or decline leave requests
- b) Employees on leave - A list of all employees on leave for the selected period of time
Leave adjustment - This view offers the ability to adjust leave days either upwards or downwards
- c) Training - This view offers the ability to add or create training programs specifying dates and location as well as invite employees to the training

Performance

- a) Performance review - The ability to document performance reviews which can be done on an individual basis or for groups
- b) KPI Category - The ability to configure key performance indicator categories - add, delete and edit
- c) Job title KPI's Configs - The ability to link performance indicators to job titles
Key performance indicator - The ability to configure key performance indicators as well as response types

PIM Configuration

- a) Job category - The ability to configure job categories - add, delete and edit
- b) Job locations - The ability to configure job locations - add, delete and edit
Organization structure - The ability to configure organization structure(s) - add, delete and edit
- c) Qualifications - The ability to configure professional qualifications - add, delete and edit
Licenses - The ability to configure licenses - add, delete and edit
Memberships - The ability to configure memberships attributed to registered associations and societies - add, delete and edit
- d) Job skills - The ability to configure job skills - add, delete and edit
Job titles - The ability to configure job titles - add, delete and edit
- e) Work shifts - The ability to configure work shifts and their respective start and end times - add, delete and edit

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- f) Languages - The ability to configure languages - add, delete and edit Employment status - The ability to configure employment status - add, delete and edit Termination reason - The ability to configure termination reason(s) - add, delete and edit
- g) Conduct booking action - The ability to configure conduct cases action(s) that can be taken on an employee - add, delete and edit
- h) Leave configuration
- i) Leave period - The ability to configure leave periods and flag them as either active or inactive
- j) Holiday - The ability to configure public holidays and specify whether they repeat annually
- k) Work week - The ability to configure the work week i.e. the number of working days in a week
- l) Leave types - The ability to configure leave days stating whether they are active, accruable and whether they can be carried forward
- m) Employment status rule - The ability to link leave types to employment status Job category rule - The ability to link leave types to job categories
- n) Job title rule - The ability to link leave types to job titles
- o) Carry forward rule - The ability to specify the rules that will determine which leave types can be carried forward and maximum carry forward days

14. PAYROLL MODULE Payroll processing

- a) Payroll period - The ability to create, prepare and commit payroll for the specified period. This view also offers the ability to view provisional and final individual pay slips Pay bank schedule - This view indicates the amount of money paid out to employee banks for the specified payroll period
- b) Deduction payment - This view summarizes the total amount of money paid to creditors after payroll deductions have been made an example creditor being NHIF Pay slip print out - The ability to batch print pay slips by department

Earning configuration

- a) Earning/benefit - The ability to configure employee benefits such as pension and basic pay
- b) Earning category - The ability to configure the categories to which earning benefits belong
- c) Ledger linkage - The ability to link employee benefits to their respective ledger accounts
- d) Job group/scale - The ability to configure job groups and job scales
- e) Individual earning - The ability to link benefits to the employees who are entitled to said

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benefits

Deduction configuration

- a) Deduction - The ability to configure employee deductions such as PAYE and NSSF
Deduction category - The ability to configure the categories to which deductions belong
- b) Ledger linkage - The ability to link employee deductions to their respective ledger accounts
- c) Individual deduction - The ability to link deductions to affected employees
Employee repayment - A view detailing the repayment schedules of employees who are indebted to the facility i.e. how the monies will be paid back through their salaries

Relief

Personal relief - The ability to configure the types of tax relief employees are entitled to

Insurance relief - The ability to link insurance relief to entitled employees

Reports

- a) Tax deduction card - This view provides the ability to print the tax deductions in the format mandated by the Tax or Revenue Authority in the country of operation
- b) Payroll aggregate - A view showing total amounts with respect to payroll, showing the totals for each earning and deduction while indicating the entitled or affected employees
Earning matrix - A view showing how the various benefits are linked to job scales

14. MORGUE MODULE Morgue admissions

- a) Morgue register - A list of all bodies received in the morgue with the ability to receive and release the deceased
- b) Cabinet/bill allocation - The ability to change the cabinet to which a body has been assigned as well as allocate bills
- c) Configuration
- d) Cabinets - The ability to configure cabinets in the morgue - add, delete and edit
Daily cabinet billables - The ability to configure the default billable items which will accrue daily until a body is released
- e) Morgue admission billables - The ability to configure items that are chargeable upon receiving a body into the morgue

Reports

Mortalities - A list of all deaths certified through the system

14. BOARD

Announcements - The ability to create and approve announcements which every logged user will see

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Requests

- a) Payment request - The ability for users to make payment requests and of approvers to review the same
- b) Imp rest request - The ability for users to make imp rest requests and of approvers to review the same
- c) Staff advance request - The ability for staff members to make salary advance requests and of approvers to review the same

Requisitions

- a) Store requisitions - The ability to make and approve store requisitions Purchase requisitions - The ability to make and approve purchase requisitions LSO requisition - The ability to make and approve service requisitions
- b) Patient requisition - The ability to move inventory items directly from the store(s) to the patient(s) while charging patients for the same
- c) Internal consumption - The ability to make and approve internal consumption requests

Hr& payroll

- a) Pay slip view - The ability for employees to view and print their pay slips Leave requests - The ability to make and approve/decline leave requests
- b) My leave entitlement - The ability for employees to view their leave entitlements My training invitations - The ability for employees to view and respond to their training invitations
- c) Performance reviews - The ability for employees to participate in performance reviews i.e. fill out review forms

My profile

- a) Security - The ability for users to change their passwords
- b) My clinics - The ability for users to configure the clinic queues they will be able to view
- c) My wards - The ability for users to configure the inpatient records they will have access to with relation to the wards they have been admitted to

15. Dashboards

Real time dashboards for different management levels-executive, operational and technical levels

16. Others

API based for ease of sharing data with other applications.

Any other feature requested by the users and agreed on by the hospital management\

Technical evaluation **Part A**

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S/No	Particulars/criteria	Total	Max score(%)																													
<u>1</u>	<p>Evidence of adequacy of working capital & financial capability</p> <p>(a) Audited financial reports for the last 3 yrs duly signed and stamped(6mks)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">(i)</td> <td style="width: 25%;">3yrs</td> <td style="width: 70%;">6mrks</td> </tr> <tr> <td>(ii)</td> <td>2yrs</td> <td>4mrks</td> </tr> <tr> <td>(iii)</td> <td>1 yr</td> <td>2mrk</td> </tr> </table> <p>(b)Letter from bank confirming availability of adequate funds /resources to perform the contract(4mks)</p>	(i)	3yrs	6mrks	(ii)	2yrs	4mrks	(iii)	1 yr	2mrk		10mrks																				
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<u>2</u>	<p>Qualifications and experience of necessary key personnel(provide cv)</p> <p>a) availability statement for key technical and management experts(6mrks)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">(i)</td> <td style="width: 40%;">One Team leader-(IT specialist graduate</td> <td style="width: 55%; text-align: center;">3mrks</td> </tr> <tr> <td>(ii)</td> <td>One supervisory(diploma holder)</td> <td style="text-align: center;">2mrks</td> </tr> <tr> <td>(iii)</td> <td>One support staff (certificate holder)</td> <td style="text-align: center;">1mrk</td> </tr> </table> <p>(b)years of experience for at least 3 technical support team(9mrks)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>1-4yrs</th> <th>5-9yrs</th> <th>10yrs and above</th> <th>Max score</th> </tr> </thead> <tbody> <tr> <td>Team leader</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> <tr> <td>Supervisory</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> <tr> <td>support</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> </tbody> </table> <p>(c)provide a written undertaking to offer support and maintenance(5mrks) State preferred Service level agreements models(see special condition of contract section)----- N .B the client shall require incidental service level arrangements as and when required</p>	(i)	One Team leader-(IT specialist graduate	3mrks	(ii)	One supervisory(diploma holder)	2mrks	(iii)	One support staff (certificate holder)	1mrk		1-4yrs	5-9yrs	10yrs and above	Max score	Team leader	1	2	3	3	Supervisory	1	2	3	3	support	1	2	3	3		20mrks
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<u>3</u>	<p>Evidence of relevant past experience in similar work, current workload and completion status disclosure.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">(i)</td> <td style="width: 55%;">Provide list showing at least 2software name and location in Kenya. contract period, commencement date, completion date and percentage currently complete 5 marks- each</td> <td style="width: 40%; text-align: center;">10mrks</td> </tr> <tr> <td>(ii)</td> <td>evidence of previous client for projects of similar nature undertaken (attach completion certificate-5mrks per certificate</td> <td style="text-align: center;">10mrks</td> </tr> </table>	(i)	Provide list showing at least 2software name and location in Kenya. contract period, commencement date, completion date and percentage currently complete 5 marks- each	10mrks	(ii)	evidence of previous client for projects of similar nature undertaken (attach completion certificate- 5mrks per certificate	10mrks		20mrks																							
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SUPPLY, IMPLEMENTATION AND COMMISSIONING OF AN HOSPITAL MANAGEMENT AND INFORMATION SYSTEM SCORING CRITERIA/MANDATORY TECHNICAL EVALUATION CRITERIA

Part B

	<u>Evaluation and Scoring Criteria(submitted quotes for the following modules)</u>	Marks(%)
1.	Administration	3
2.	Patient Registration	3
3.	Ward Management	3
4.	Managerial Accounting	3
5.	Payment Processing	3
6.	Reporting	2
7.	Inventory	2
8.	Pharmacy	3
9.	Lab Test Management	3
10.	Outpatient	3
11.	Imaging	3
12.	Nurse Module	3
13.	Inpatient	3
14.	Human Resource	3
15.	Payroll	3
16.	Morgue	2
17.	Hospital Information Board	2
18.	Dashboards	3

Pass mark:75%

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SECTION VII - STANDARD FORMS

Notes on the standard Forms

- 7.1. **Form of Tender** - The form of Tender must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representatives of the tenderer.
- 7.2. **Price Schedule Form** - The price schedule form must similarly be completed and submitted with the tender.
- 7.3. **Contract Form** - The contract form shall not be completed by the tenderer at the time of submitting the tender. The contract form shall be completed after contract award and should incorporate the accepted contract price.
- 7.4. **Confidential Business Questionnaire Form** - This form must be completed by the tenderer and submitted with the tender documents.
- 7.5. **Tender Security Form** - When required by the tender document the tenderer shall provide the tender security either in the form included hereinafter.
- 7.6. **Evaluation Response Forms** - These forms should be completed by the tenderer and submitted with the tender documents as it will be used for technical evaluation.
- 7.7. **Tenderers Experience Requirement Form** - This form should be completed by the tenderer and submitted with the tender documents as they will be used for evaluation.
- 7.8. **Station Visit Certificate** - This certificate should be signed by the Station Head or his appointed nominee and submitted with the tender documents as it will be used for evaluation.

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Standard Forms

7.1 FORM OF TENDER

To: **THE CHIEF OFFICER –HEALTH SERVICES**

**P. O. Box 2344 -00900
KIAMBU**

Sir/Madam:

Date _____

Tender No. KCG/CHS/ICT/001//2018-2019 _____

Having examined the Tender documents including Addenda Nos. *[insert addenda numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer **SUPPLY, IMPLEMENTATION AND COMMISSIONING OF A HOSPITAL MANAGEMENT AND INFORMATION SYSTEM IN KIAMBU LEVEL 5 HOSPITAL** in conformity with the said Tender documents for the sum of _____

[total Tender amount in words and figures] or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

We undertake, if our Tender is accepted, to deliver the Services in accordance with the delivery schedule specified in the Schedule of Requirements.

We agree to abide by this Tender for the Tender validity period specified in Clause 2.13 of the Appendix to Instructions to Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We are not participating, as Tenderers, in more than one Tender in this Tendering process. Our firm, its affiliates or subsidiaries – including any subcontractors or suppliers for any part of the contract – has not been declared ineligible by the Government of Kenya under Kenyan laws.

Until a formal Contract is prepared and executed, this Tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Tender you may receive. We certify/confirm that we comply with the eligibility requirements as per ITT Clause 3 of the Tender documents

Dated this _____ day of _____ 20 ____ .
(Name)

[signature]

[in the capacity of]

Duly authorized to sign Tender for and on behalf of _____

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7.2 PRICE SCHEDULE OF SERVICES

Name of Tender: **SUPPLY, IMPLEMENTATION AND COMMISSIONING OF A HOSPITAL MANAGEMENT AND INFORMATION SYSTEM IN KIAMBU LEVEL 5 HOSPITAL**

Tender Number: KCG/CHS/ICT/001/2018-2019

Based on the information contained in the Description of Services, Tenderers should provide a breakdown of costs in the format shown below. The cost should include applicable taxes.

a) **FINANCIAL PROPOSAL**

The lowest evaluated financial bid will be considered.

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BILL OF QUANTITIES

1. The Schedule of Prices has been prepared for the purpose of identifying the total cost of the items as specified in the Contract per station.
2. The bidder shall complete and duly signed Schedule of Prices in ink and the Total Price shall include everything to be supplied as specified in the technical specifications.

NOTE

The price schedules as tabulated above serve as a guide and are not exhaustive. The bidder must itemize **ALL** items (Hardware, Software(s), Active devices, Passive devices, cabling materials etc) necessary to meet the specifications and requirements of the system as described elsewhere in this document.

3. The prices given shall be verified by the bidder as being totally inclusive of all activities required to supply the working system in accordance with the Contract.
4. The bidder shall include all applicable Statutory Taxes and Duties.
5. Monthly Service fees works shall include:
The charge for service engineers for onsite periods specified by the bidder. Travel time and costs to and from site including costs of food and lodging Service and support fees for the duration of the contract.

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Signed, sealed, delivered by _____ the _____ (for the tenderer)

in the presence of_.

-

-

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7.4 CONFIDENTIAL BUSINESS QUESTIONNAIRE

You are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2(b) or 2(c) whichever applied to your type of business.

You are advised that it is a serious offence to give false information on this form. Part 1 General

Business Name.....
Location of Business Premises
..... Plot No,
..... Street/Road
.....
Postal address Tel No.
/.....
Fax Email
..... Nature of Business

.....

Registration Certificate No.

.....

Maximum value of business which you can handle at any one time – Kshs.

..... Name of your

bankers.....

.....

.....

Branch.....

.....

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	<p>Part 2 (a) – Sole Proprietor</p>																				
	<p>Your name in full.....</p> <p>Age.....</p> <p>Nationality.....Country of Origin.....</p> <p>Citizenship details.....</p>																				
	<p>Part 2 (b) – Partnership</p>																				
	<p>Given details of partners as follows</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Name</th> <th style="width: 25%;">Nationality</th> <th style="width: 40%;">Citizenship Details</th> <th style="width: 20%;">Shares</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>2.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>3.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>4.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>	Name	Nationality	Citizenship Details	Shares	1.	2.	3.	4.
Name	Nationality	Citizenship Details	Shares																		
1.																		
2.																		
3.																		
4.																		
	<p>Part 2 (c) – Registered Company</p>																				
	<p>Private or Public</p> <p>State the nominal and issued capital of company</p> <p>Nominal</p> <p>Kshs. Issued</p> <p>Kshs.</p> <p>Given details of all directors as follows</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Name</th> <th style="width: 25%;">Nationality</th> <th style="width: 40%;">Citizenship Details</th> <th style="width: 20%;">Shares</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>2.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>3.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>4.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>	Name	Nationality	Citizenship Details	Shares	1.	2.	3.	4.
Name	Nationality	Citizenship Details	Shares																		
1.																		
2.																		
3.																		
4.																		
	<p>Date..... Signature of Candidate.....</p>																				

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7.5 FORMAT OF TENDER SECURITY INSTRUMENT

Whereas [*Name of the tenderer*] (hereinafter called “the tenderer”) has submitted its tender dated [*Date of submission of tender*] for the [*Name and/or description of the tender*] (hereinafter called “the Tender”)

KNOW ALL PEOPLE by these presents that WE of [*Name of Insurance Company*] having our registered office at (hereinafter called “the Guarantor”), are bound unto [*Name of Procuring Entity*] (hereinafter called “the Procuring Entity”) in the sum of (Currency and guarantee amount) for which payment well and truly to be made to the said Procuring Entity, the Guarantor binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Guarantor this _____ day of

_____.

THE CONDITIONS of this obligation are:

7.5.1. If after tender opening the tenderer withdraws his tender during the period of tender validity specified in the instructions to tenderers, Or

7.5.2. If the tenderer, having been notified of the acceptance of his tender by the Employer during the period of tender validity:

- (a) fails or refuses to execute the form of Agreement in accordance with the Instructions to Tenderers, if required; or
- (b) fails or refuses to furnish the Performance Security, in accordance with the Instructions to Tenderers;

We undertake to pay to the Procuring Entity up to the above amount upon receipt of its first written demand, without the Procuring Entity having to substantiate its demand, provided that in its demand the Procuring Entity will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Guarantor not later than the said date.

[Date]

[Signature of the Guarantor]

[Witness]

[Seal]

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7.6 EVALUATION RESPONSE FORMS

7.6.1. Preliminary Evaluation Checklist

Tenderers are advised that at this stage, the tenderer's submission will either be responsive or non-responsive. The non-responsive submissions will be eliminated from the entire evaluation process and will not be considered further.

No.	Parameters / Requirements	Submitted / Not Submitted
1	Copy of certificate of Registration/Incorporation	
2	Copy of Valid Tax Compliance certificate	
3	Must Fill the Price Schedule in the format provided	
4	Must Fill the Form of Tender in the format provided	
5	Must Submit a Tender Security of 2 % of the tender. An additional thirty (30) days after the expiry of the tender validity period.	
6	Must submit a dully filled up Confidential Business Questionnaire in format provided	
7	Valid single business permit	
8	Proven Physical location of the company/Firm (attached evidence e.g. title deed, lease agreements or utility bills)	
9	Valid direct manufacturers/developer authorization letter/certificate if not the manufacturer/developer or Proof of ownership if the bidder is the manufacturer e.g. patent registration/copyright/ intellectual property.	
10	Must submit 2 (Two) copies of the Bid document i.e ORIGINAL and COPY	
10	Station Site Visit Certificate signed by the Station Head or his appointed nominee.	

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7.7 BIDDER'S EXPERIENCE REQUIREMENTS FORM

Must give a list of 2 (five) reputable clients excluding The County Government of Kiambu for whom they have offered similar assignments in the format below. Please provide evidence (LPO/Award Letter, Completion Certificate) in addition to reference letters.

Contact Information	Details
1	Name of company Name of contact person Designation Telephone number e-mail address Site Location
2	Name of company Name of contact person Designation Telephone number e-mail address Site Location

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7.8 Site Visit Certificate

CERTIFICATE OF SITE VISIT

This is certification that

(Name of Person)

as authorized representative of:

(Name of Firm)

(Firm's Address)

visited the job site for verification of conditions for the:

(Name of Project) on

(Date of Visit)

(Signature of Owner's Representative or designated site authority)

Attention: This Certification of Site Visit must be completed and submitted with your bid package. If multiple locations are involved, provide a separate form for each location.