



COUNTY GOVERNMENT OF KIAMBU

ADDENDUM 1- August 2021

The County Government of Kiambu wishes to inform participating bidders of the changes to the tender number CGK/FEP/001/2021/22 “DEVELOPMENT AND DEPLOYMENT OF AN INTERGRATED REVENUE MANAGEMENT SYSTEM”

TARGET: All Bidders interested in participating in the tender as advertised on 22nd July 2021

CHANGES: As highlighted below.

We notify all potential bidders of the following changes in the bid document; -

- 1) Under “TENDER DATA SHEET”, the following changes are introduced
 a. ITT 1.1 is amended as follows; -

ITT 1.1	<p>The reference number of the Request for Tenders is: CGK/FEP/001/2021/2022</p> <p>The Procuring Entity is: County Government of Kiambu</p> <p>The name of the ITT is: Tender for the Development of an Intergrated Revenue Management System for the County Government of Kiambu</p> <p>The number and identification of lots (contracts) comprising this ITT is:</p> <ol style="list-style-type: none"> 1. <i>Bidders are expected to bid for an integrated revenue management system incorporating all the requirements as described in the tender document that includes initial set up cost, and a breakdown of revenue based costs. All costs shall include maintenance, improvement, and upgrades within the contract period.</i> 2. <i>The Contract resulting from this tender shall be for a period of Three years with a possibility of extension for another five years, subject to satisfactory performance.</i>
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- b. The ITT 13.1 (k) is amended as follows;-

ITT 13.1 (k)	<p>The Tenderer shall submit with its Tender the following additional documents:</p> <ol style="list-style-type: none"> a) Certificate of Incorporation /Business Registration b) Form CR12 c) Tax Compliance Certificate d) Proof of Physical Location (Business permit, Lease or Title deed or equivalent) e) Tax PIN Registraation (Ipage)
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	f) Evidence of registration/ license for application of the services required (This includes licensing by Communications Authority and / or Central Bank of Kenya)
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c. The ITT 25.1 is amended as follows; -

ITT 25.1	<p>For <u>Tender submission purposes</u> only, the Procuring Entity's address is: Attention: <i>Chief Officer- Revenue, ICT, Supply Chain Management & Internal Audit, County Government of Kiambu</i> Street Address: <i>Thika Sub County Offices, Thika Townhall</i> Floor/Room number: <i>Tender Box located outside the Supply Chain Management Office Room 15B, Ground floor</i> City: Thika Town Country: Kenya The deadline for Tender submission is: Date: <i>Friday, 13th August 2021.</i></p> <hr/> Time: <i>1200hrs</i>
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d. The ITT 28.1 is amended as follows; -

ITT 28.1	<p>The Tender opening shall take place at: Street Address: Thika Townhall Chambers, Thika Sub County Offices Floor/Room number: <i>Ground Floor</i> City: <i>Thika Town</i></p> <hr/> Country: <i>Kenya</i>
	<hr/> Date: <u>Friday, 13th August 2021</u> Time: 1200hrs

e. The ITT 35.1 is amended as follows; -

ITT 35.1	<p>The currency(ies) of the Tender shall be converted into a single currency as follows: <i>[Insert name of currency]</i></p> <hr/> <p>The currency that shall be used for Tender evaluation and comparison purposes to convert all Tender prices expressed in various currencies into a single currency is: Kenya Shillings (KES) The source of exchange rate shall be: <i>the Central Bank of Kenya exchange rate</i> The date for the exchange rate shall be: <i>13th August 2021.</i></p>
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2) **Under** “SECTION III - EVALUATION AND QUALIFICATION CRITERIA is amended to include the following: -

EVALUATION CRITERIA

f. Preliminary Evaluation Criteria

	Parameter	Result (Yes) or (No)
1.	Provide a certified copy of Certificate of Incorporation /Business Registration as proof of business registration in Kenya.	
2.	Provide evidence of beneficial ownership in the form of a certified copy of Form CR12 or its equivalent from the Business Registration Service.	
3.	Provide proof and particulars/ obligations of Registration with KRA in the form of a certified PIN registration (iPage)	
4.	Provide evidence of compliance with tax laws in the form of a certified Tax Compliance Certificate (valid) The County shall verify this using the itax TCC checker)	
5.	Proof of Physical Location in form of a certified copy of Business permit, Lease or Title deed or equivalent.	
6.	Evidence of registration/ license for application of the services required (This includes licensing by Communications Authority and / or Central Bank of Kenya)	
7.	An Original tender Security of Kenya Shillings 1,500,000.00 in the format provided in this tender document from a Bank or any other institution permitted to issue tender security in Kenya.	
8.	Bidder has filled and submitted the Certificate of independent tender determination in the format provided.	
9.	Bidder has filled and submitted the Self-declaration form that the person/tenderer is not debarred in the matter of the Public Procurement and Asset Disposal Act 2015.	
10.	Bidder has filled and submitted the Self-declaration form that the person/tenderer will not engage in any corrupt or fraudulent practice in the format provided.	
11.	Bidder has filled and submitted the declaration and commitment to the code of ethics in the format provided.	
12.	Bidder has filled and submitted a duly filled up Confidential Business Questionnaire in format provided.	
13.	Bidder has filled and submitted the Tenderer Information Form in the format provided.	
14.	Bidder has filled and submitted a signed form of tender in the format provided.	
15.	Bidder has filled and submitted the Price Schedule of services and post implementation costs in the format provided.	
16.	Bidder has submitted a detailed proposal that includes response for the revenue system in response to the functional requirements of the tender.	
17.	The Tenderer shall chronologically serialize all pages of the tender documents.	

Any "NO" to the above will automatically result to Non- Responsiveness and therefore not considered for technical evaluation.

g. Technical Evaluation Criteria

	Parameter	Maximum Marks	Awarded Score
1.	Specific Experience of the Firm related to the assignment <ul style="list-style-type: none"> At least five Relevant projects undertaken by the firm. In revenue collection, service delivery and support assignments At least five Recommendation letters required from past or existing clients 	5	
2.	Technical Proposal. The technical response must be in the format prescribed in the schedule of requirements.	5	
2)	<ul style="list-style-type: none"> Competence of technical / professional staff who will directly provide Services to the County Government <p><i>Bidders are required to provide details of team composition and qualifications</i> <i>Evaluation to be done using recently signed original detailed CVs</i></p>	10	
3)	Operate or demonstrate partnership with a holder of a banking license (i.e., a valid banking license issued as per the CBK guidelines) and be capable of providing trustee services to the county government.	10	
4)	Business fit of the proposed solution i.e., Detailed description of the bidder's compliance to the detailed system requirements: <ul style="list-style-type: none"> Functional Requirements (10 Points) Technical Requirements (10 points) Overall System Requirements (10 Points) 	30	
Total Score		60	

a. Vendor Demonstration Evaluation Criteria

	Tender Requirement	Practical Demonstration	Maximum score	Awarded score
1	Demonstrate the GIS capabilities of the Revenue Management System	Ability to capture, signage description, plot location description Capture of the photo of the signage/billboard and art size Capture the geolocation of signage, plot, businesses, markets etc.	10	
2	Demonstrate real time direct deposit capability (Presentment)	Automatic synchronization to county systems and auto reconciliation without any request from client to submit the same to the county office	5	
3	Capability of real time transactions with batch processing	Back office and online dashboard integrated	5	
4	Demonstrate abilities of the proposed system	User registration module and rights management	5	

		Business registration & single license, permits		
		Property owner and property registration management		
		House tenant registration and rent reconciliation		
		Classification of revenue streams and charges as per the finance bill		
5	Demonstrate support for multiple payment channels (Electronic payments such as cash, mobile money transfer, debit/credit card payments an electronic money transfer (RTGS/EFT) in addition to the more traditional options of cash, cheques and direct deposit	Mobile money options	6	
		Cash		
		e-wallet		
		Currency support i.e. all denominations		
		Auto reconciliation		
		Payment card support		
		They should support agency banking and kiosks		
6	Support for Multiple Revenue sources	Parking, Markets, Rates, Rent, Billboards, Permits etc.	5	
7	Demonstrate compliance with CRA revenue collection guidelines	Integration with existing systems e.g. IFMIS	4	
		Demonstrate how the system will comply with the government single chart of account		
		Audit trail		
		Surveillance and enforcement by use of QR codes, barcodes, mobile app		
		Reports – integrated in the system and flexible		
		Business intelligence including revenue forecasting, variance analysis etc.		
	Total		40	

Total points for the five criteria: 100 The minimum technical score (St) required to pass is: 75 Points

b. Functional Requirements: Bidders shall be expected to complete the following sections of the functional requirements:-

A. Permits and Licenses

	DESCRIPTION	RESPONSE
1.	The system should have the ability to query GIS data when adding a new business to determine if it is within the County or not.	
2.	The system should have the ability to calculate fees based on county-defined metrics for the billable services configured and applicable for permits and licenses for the business entity defined	
3.	The system should integrate citizen / business records, business license, related taxes, permits and business property into a single system with a consistent look and feel.	
4.	The system should have an approval workflow for licenses and permits	
5.	The system should be able to issue provisional and the final licenses/permits	
6.	The system should be able to report levies paid per revenue stream	
7.	The system should be able to report the number of licenses/permits issued per business entity	
8.	The system should be able to report on the number of valid and expired permits/licenses	

9.	The system should be able to notify county staff and citizens when licenses/permits are due in advance	
10.	The system should have the ability to set up an unlimited number of business license accounts for each entity and an unlimited number of business (license) types for each license account established for a business. Example: A hotel chain has multiple locations, and there is a distinct business license associated with each location. Each hotel may also have multiple business (license) types associated with such, restaurants (retail), valet services (personal service), gift shops (retail with food), etc. The system must provide for the creation and association of all of these accounts and they must be associated by a unique identifier.	
11.	The system should have the ability to associate a citizen account with multiple business accounts e.g. person x runs a shopping mall, owns a garage and has a bar in various parts of the county.	
12.	The system should have the ability to add, revoke and modify all business license accounts.	
13.	The system should have seamless integration with revenue collection for purposes of recognizing and updating account status for settled payments or outstanding billings.	
14.	The system should have the ability to capture account status for each license based on the configurable status types e.g. expired	
15.	The system should have the ability to link to, import and display information from the property record including but not limited to current assessed value; square footage; and ownership history.	
16.	The system should have the ability to classify licenses by type.	
17.	The system should have the ability to allow for a check-list of application requirements based on business type or category, which must be satisfied as part of the application and licensing process (e.g. customer may be required to provide health permits, zoning approvals etc.).	
18.	The system should have the ability to allow the check-list to be updated as needed by county staff having appropriate security/permissions.	
19.	The system should have the ability to allow the county's citizens to apply/renew and pay for business licenses via citizen portal, and in doing so, provides security measures to protect customer's data and ensure data confidentiality.	
20.	The system should have the ability to generate bills, invoices, demand notes and receipts	
21.	The system should have the ability to generate a bill on an ad hoc basis.	
22.	The system should have the ability to charge late payment penalty based on configurable penalty rules.	
23.	The system should have the ability to provide ad hoc reports	
24.	The system should have the ability to easily generate as a set any applicable forms that should be mailed to a business (e.g. businesses that have applied a business license).	
25.	The system should have the ability to identify accounts with any inconsistencies, reporting discrepancies, variances and produce a candidate case for audit.	
26.	The system should have the ability to plot geographic locations for all business license accounts utilizing Geographic Information System (GIS) functionality.	
27.	Produce a list of registered businesses	
28.	Generate a penalty report for various license categories configured in the system	
29.	Produce a list of inactive businesses	
30.	Produce forms for registration of businesses for various permits as an alternative to online registration.	
31.	The system should be able to process ad hoc applications for burial permit applying the prerequisite checklist rules in the process. The submission of request should have options where it can be submitted online via a web portal or manually processed by an authorised county officer.	
32.	The system should be able to refresh the ad-hoc request upon payment confirmation from the collections module and allow the permit to be generated and sent to the requester via various channels e.g. email or downloaded from the citizen portal by the registered requestor or collected from the county office nearest to the requestor.	

B. Parking and Vehicle Management

	DESCRIPTION	RESPONSE
1.	The system should provide subsequent rules within the main rules for certain services like parking. For example, in setting up the facility called public parking and the associated fees, there should be penalties where parking fees are not paid, each classified within the facility such as clamping charges and towing charges	
2.	The system should provide a mechanism to book in a car that has been clamped and towed. Details of the car should be captured in the booking.	
3.	The system should provide a mechanism that once the clamping, parking and towing charges have been settled, an alert is sent to the officer asking for unclamping and releasing the car from the yard and updating the clamping book in the system accordingly	
4.	The system should be able to register both individual vehicles, businesses and Saccos	
5.	The system should be able to link individual vehicle to Saccos	
6.	The system should be able to bill and receive payments from individual vehicles and Saccos	
7.	The system should be able to receive daily, monthly and yearly parking payments	
8.	The system should be able to receive payments for reserved parking	
9.	The system should be able to notify the client when parking fees are paid	
10.	The system should be able to notify county staff and clients when reserved parking is due	
11.	The system should be able to report the number of vehicles in a Sacco	
12.	The system should be able to report the revenue per Sacco	
13.	The system should be able to report the number of vehicles parked periodically	
14.	The system should be able to report the number of vehicles parked per revenue administration area	

C. Branding, Billboards and Signages

	DESCRIPTION	RESPONSE
1.	The system should be able to record the size of branding, billboards and signage	
2.	The system should be able to record the GIS location of branding, billboards and signage	
3.	The system should be able to record the payment period of branding, billboards and signage	
4.	The system should be able to link different branding, signages and billboards to an individual organisation that owns them	
5.	The system should be able to provide for categorization of billboards, branding and signages	
6.	The system should be able to report the revenue per branding, signages and billboards categories	
7.	The system should be able to report the number of branding, signages and billboards per revenue administration centre	

D. Physical Planning

	DESCRIPTION	RESPONSE
1.	The system should allow for submission of application for building and construction approvals	
2.	The system should have digital workflows that allow each application for approval to go through the various stages as stipulated by the Physical Planning Act.	
3.	The system should allow approved and validated professionals (i.e. architects, planners, surveyors, etc.) to upload relevant project documents in support of applications for approval	
4.	The system should be linked to the properties and land rates module to allow for checking of compliance with applicable rates	
5.	The system should provide for the issuance of a permit or certificate (depending on type of application) once all stages have been approved	
6.	The system should enabled configuration of at least 2 approvers for each stage	
7.	The system should be supported by GIS and urban management capabilities to allow applicants to provide location information on maps e.g. beacons and other coordinates.	
8.	The system should be supported by a mobile application that enables inspectors and other officers to collect information and update the system.	

9.	The system should be able to provide configurable reports, with the basic expectation of showing performance data e.g. number of applications, number of approvals, total collections etc	
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E. Properties and Land Rates

	DESCRIPTION	RESPONSE
1.	The system should have the ability to assess and reassess land and improvements using configurable assessment methods to determine revenue due (Land Assessment)	
2.	The system should have the ability to store data for land values related to residential, commercial, industrial, multi-dwelling and agricultural land (Land Information)	
3.	The system should have the ability to capture characteristics of land use based on pre-defined parameters for that land, that can be extended upon consideration by the county (Land Information)	
4.	The system should have inbuilt GIS for location mapping (Land Information Sharing)	
5.	The system should have the ability to link scanned documents to specific property records. (Land Information)	
6.	The system should have the ability to export an image file directly for document storage. (Land Information)	
7.	The system should have the ability to share applications/image files with other system users. (Land Information Sharing)	
8.	The system should have the ability to associate electronic files with a system record, including but not limited to PDF, MS Word, MS Excel etc. (Land Information)	
9.	The system should have the ability to maintain and search property ownership history for all parcels. This search should be linked to the defined citizen / entity account categorized accordingly. (Property Ownership)	
10.	The system should have the ability to record sufficient property address information to include such items as location, street, etc. that is linked to the GIS system for geo location. (Property Ownership)	
11.	The system should be able to register new properties (the system should have the ability to add a new parcel to the property history data for respective citizen / entity account)	
12.	The system should be able to support transfer of land ownership	
13.	The system should be able to support subdivisions and amalgamation of properties (The system should have the ability to maintain complete, integrated parcel history for all splits and mergers of parcels of land)	
14.	The system should have the ability to maintain property ownership history for all properties including when two or more parcels are combined into one parcel (Property Ownership)	
15.	The system should have the ability to maintain original parcel ID on new parcels created from mergers or splits. (Property Ownership)	
16.	The system should allow the option of linking all pertinent data automatically to the appropriate parcel. (Property Ownership)	
17.	The system should have the ability to keep history of a record when the current legal owner of a property changes. (Property Ownership)	
18.	The system should have the ability to record multiple transfers of a single parcel. (Property Ownership)	
19.	The system should have the ability to search the property history database by a variety of methods including current owner, previous parcel number, address etc. (Property Ownership)	
20.	The system must enable each property/owner to be assigned to a calendar for billing. (Property Ownership)	
21.	The system should be able to add and remove caveats	

22.	The system should be able to record the type of property i.e. commercial, residential, single dwelling etc.	
23.	The system should be able to support change of land use	
24.	The system should be able to report on the revenue collected per property type	
25.	The system should be able to report the number of properties	
26.	The system should be able to report each property status	
27.	The system should be able to produce each property statement	
28.	The system should be able to produce demand notices for each property and for all due properties	
29.	The system should be able to report on total arrears on properties	

F. Stalls, House rent, Kiosks and Toilets

	DESCRIPTION	RESPONSE
1.	The system should be able to accept and process ad hoc payments for market stalls linked to the facilities configured and validated by the charge rates defined.	
2.	The system should be able to accept and process periodic payments for market stalls linked to the facilities configured and validated by the charge rates defined. This process should create an account in the registration module for purposes of single view of the entity	
3.	The system should be able to support transfer of tenancy	
4.	The system should be able to register new stalls, rental houses, kiosks and toilets	
5.	The system should be able to report on the revenue collected per category	
6.	The system should be able to generate reports per category	
7.	The system should be able to report on the status of stalls, rental houses, kiosks and toilets	
8.	The system should be able to produce each stall, rental house, kiosk and toilet statement	
9.	The system should be able to produce demand notices for each stall, rental house, kiosk and toilet and cumulatively	
10.	The system should be able to report on total arrears amount on stalls, rental houses, kiosks and toilets	

G. Stadium

	DESCRIPTION	RESPONSE
1.	The system should be able to accept and process ad hoc payments for stadia linked to the facilities configured and validated by the charge rates defined. This process should create an account in the registration module for purposes of single view of the entity	
2.		

H. FINES

	DESCRIPTION	RESPONSE
1.	The system should have the ability to process requests for collection of fines as configured and validated by the charge rates defined. The offences should be pulled from the case management module	

I. Park Fees

	DESCRIPTION	RESPONSE
1.	The system should have the ability to process requests for collection of fees for use of public parks. The details of park and respective fees should be pulled from the configuration information of the facility	

J. Health Licenses and Permits

	DESCRIPTION	RESPONSE
1.	The system should have a self-service facility to enable for online application or renewal for Food Hygiene Licenses	
2.	The system should have an approval workflow for Food Hygiene licenses including site inspections	
3.	The system should be able to issue Food Hygiene licenses	
4.	The system should be able to report the number of Food Hygiene licenses/permits issued per business entity	

5.	The system should be able to notify county staff and citizens when Food Hygiene licenses/permits are due in advance	
6.	The system should provide a mechanism to suspend/cancel/reinstate a food hygiene license on various health grounds. Details of the business should be captured in the suspension/cancellation/reinstating.	
7.	The system should have a self-service facility to enable for online application or renewal for Food Handler Licenses	
8.	The system should have an approval workflow for Food Handler certificate	
9.	The system should be able to issue Food Handler certificate	
10.	The system should be able to report the number of Food Handlers Certificates issued per business entity	
11.	Food handlers should be able to book for clinical food handlers tests on-line and once tested be notified of the results.	
12.	Food handlers should be able to print their permits from the self-service portal.	
13.	The system should be able to notify county staff and citizens when their Food Handlers Certificates are due in advance	

K. Fire Licenses and Permits

	DESCRIPTION	RESPONSE
1.	The system should have a self-service facility to enable for online application or renewal for Fire Licenses	
2.	The system should have an approval workflow for Fire licenses including site inspections	
3.	The system should be able to issue Fire licenses	
4.	The system should be able to report the number of Fire licenses/permits issued per business entity	

L. Spot Billing Module

	DESCRIPTION	RESPONSE
1.	The system should provide capability for billing fees and levies at locations where the taxpayers are operating e.g. slaughterhouses, quarries etc	
2.	The system should enable collection of fees and levies from taxpayers at their operating locations through cashless channels.	
3.	The system should allow for printing of bills, receipts and/or necessary certificates and authorisations to taxpayers	
4.	The system should allow, where necessary, (and based on prior authorization and verification) for offline collection of fees i.e. cash	
5.	The system should allow for configuration of the miscellaneous billing and receipting module to allow unique departments, e.g. Weights and Measures and Environment Service, to provide services to customers	

M. Security Features

	DESCRIPTION	RESPONSE
1	Multi Factor Authentication for specified tasks. Example login, profile update, backups, receipt voiding, property adjustments etc.	
2	Multiple Activity Log Storage. Have different log locations – local and remote for all activity logs.	
3	Fraud Alerts. Intelligence driven filter for abnormal system activity.	
4	Limit alerts. User specified limits which will trigger notifications to specified users.	
5	Daily Reconciliation. Lock system activity until previous day reconciliation is done and signed.	
6	Zero Trust policy implementation in servers and database deployments. Developers should not have unchecked full access to the system. Example – When accessing a server, half of the password is sent to one party and the rest of the password to the other party. No one party can access without notifying the other party.	

c. FINANCIAL EVALUATION

The bidder who has passed Preliminary evaluation, Technical Evaluation and has the lowest financial proposal shall be considered for award.

Tenderers who score less than the required pass will be automatically disqualified. Tenderers who pass the technical evaluation will be evaluated further.

Price evaluation: in addition to the criteria listed in ITT 35.5 (a)–(e) the following criteria shall apply:

Time Schedule: time to complete the Information System from the effective date specified in Article 3 of the Contract Agreement for determining time for completion of pre-commissioning activities is: No credit will be given for earlier completion. Tenders offering a completion date beyond the maximum designated period shall be rejected.

- 3) In view of the above changes, the tender submission date has been extended by seven days as per the attached newspaper advert. This addendum forms part of the tender document.***

-End-

