



REQUEST FOR PROPOSALS

Ms Dynamics Consultancy & Implementation Services

Document Release Date	:	15 th December 2021
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Time	:	11:00 AM
Submission Method	:	Email: tenders@bihc.ac.ke
Tender Number	:	BIHCPR2128
Tender Opening Venue and Time	:	BIHC BOARDROOM
Time	:	12:00 NOON
Project	:	Ms Dynamics Consultancy

1 Introduction

BOMA International Hospitality College (BIHC) is a company fully owned by the Kenya Red Cross Society, whose core business is to provide Education in the Hospitality Industry. BIHC was established in May 2015 to address the growing gap in the provision of competent personnel within the hospitality industry.

In 2016, BIHC partnered with Business and Hotel Management School (B.H.M.S), a world-class hospitality school in Luzern, Switzerland. This partnership paved the way for a dynamic educational and training approach that allows the undergraduate students to study their final bachelor year in Switzerland.

2 Background of the Project and Problem Statement

BIHC currently uses MS Dynamics 2017 as its main ERP system to manage its operations. The modules covered in this ERP include; Finance, Procurement, HR, Inventory etc.

Important to note that this ERP system is a shared service between several other affiliate companies. Technically, these affiliate companies use the same database the only difference is the companies have their own instances/contexts in the database. In retrospect, the system has been successful in supporting the operations of the college and therefore the departments represented acknowledges the same as a worthy investment.

However, the biggest challenge that the teams experience is efficiency in getting customizations rolled out on time. The ERP system is supported by 1 qualified and well trained ICT officer who ensures that all new customizations requests are worked on and implemented as requested by process owners. The demand from other affiliate companies means that, the personnel in most cases might not be able to roll out customizations on time. This, therefore results with processes not being completed on time or in general the system doesn't end up support operations exhaustively.

The College is therefore seeking the services of a competent person/s who shall support on a contractual basis some specific tasks of the system as explained in section the 3; scope of the project.

3. Scope of Work

Ms Dynamics Nav Consultancy Requirements

Deliverable	Specific Functions
Department Customizations (Finance)	<ol style="list-style-type: none">1. Stores requisition daily report to be well detailed and include costs2. All items to be booked as inventory instead of being expensed3. Prices to be updated as per last LPO received instead of average price4. Integrate EGS Calc Menu (https://www.eg-software.com/) and Ms Dynamics Navision system (2017)

	<p>5. Updating of Navision forms according to the ISO requirements and new logo</p> <p>6. Integration with bank accounts i.e NBK & KCB</p> <p>7. Integration of Navision and Micros Point of sale</p> <p>8. Various customizations based on the user department (Automate interest, D Note raise, converting payroll to gl, financial management report, PR approval process, system to prompt on email)</p> <p>9. Further customizations as requested by other departments; HR, Procurement.</p>
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More requirements will be added during the contractual period and the appointed company will be required to implement them.

4. Submission of Proposal

Proposals from bidders should be submitted in two distinct parts, namely technical proposal and financial proposal and these should be in two separate folders Clearly marked “TECHNICAL “and “FINANCIAL PROPOSALS”, both of which should then be placed in a common sealed on one common folder Marked.

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Ms Dynamics Consultancy & Implementation**

The two separate inner envelopes should be clearly marked “**Technical Proposal**” and “**Financial Proposal**”, respectively. It should bear the name of the bidder. Soft copies of the proposal documents should be submitted through email at tenders@bihc.ac.ke

Interested parties are invited to submit a separate technical and financial proposal by To the undersigned.

**Chairperson-Tender Committee
Boma International Hospitality College
P.O. Box 26601-00100
Nairobi.**

Please read carefully the method of tender submission and comply accordingly.

STAGE 1 – COMPLIANCE WITH MANDATORY REQUIREMENTS

- i. Company Profile
- ii. Certificate of Incorporation
- iii. Certificate from relevant regulatory authority / professional body (where applicable)

- iv. Valid Tax Compliance Certificate
- v. PIN Certificate
- vi. Company's Current CR12

STAGE 2 – TECHNICAL EVALUATION, FOLLOWED BY AN ORAL PRESENTATION

- i. Firm's general experience in the field of assignment
- ii. Firm's financial capacity
- iii. Understanding of the aims and objectives
- iv. Proposed Methodology
- v. Proposed work plan
- vi. Proposals for technical requirements.
- vii. Overall Value proposition/ transfer of knowledge

STAGE 3 FINANCIAL EVALUATION

Financial proposals will be evaluated on the basis of cost and lead-time and payment terms if not specified in this document.

BIHC will evaluate the proposals and award the assignment based on technical and financial feasibility. BIHC reserves the right to accept or reject any proposal received without giving reasons. BIHC is not bound to accept the lowest or the highest bidder.

Technical proposal	60%
Oral presentation of technical proposal	30%
Financial proposal	10%
Total	100%

- a. Bidders are requested to hold their proposals valid for ninety (90) days from the closing date for the submission. BIHC will make its best efforts to arrive at a decision within this period.
- b. All costs pertaining to the preparation of a proposal and negotiations of a contract shall be borne by the firms submitting proposals.
- c. Assuming that the Contract can be satisfactorily concluded, the bidders shall be expected to commence the assignment within one week after the final agreement is reached.
- d. BIHC reserves the right to accept or to reject any bid, and to annul the bidding process and reject all bids at any time prior to the award of the contract, without thereby incurring any liability to any Bidder or any obligation to inform the Bidder of the grounds for its action.

a) Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Organization will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

b) Clarification of Bidding Document

All correspondence related to the contract shall be made in English. Any clarification sought by the bidder in respect of the project shall be addressed immediately before the deadline for submission of bids, in writing to the Principal Boma International Hospitality College.

The queries and replies thereto shall then be circulated to all other prospective bidders (without divulging the name of the bidder raising the queries) in the form of an addendum, which shall be acknowledged in writing by the prospective bidders.

Enquiries for clarifications should be sent by e-mail to tenders@bihc.ac.ke

c) Amendment of Bidding Document

At any time prior to the deadline for submission of bids, BIHC, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding documents by amendment.

All prospective Bidders that have received the bidding documents will be notified of the amendment in writing, and it will be binding on them. It is therefore important that bidders give the correct details in the format given on page 1 at the time of collecting/receiving the bid document.

To allow prospective Bidders reasonable time to take any amendments into account in preparing their bids, BIHC may at its sole discretion extend the deadline for the submission of bids based on the nature of the amendments.

a) Cost Structure and non-escalation

The bidder shall, in their offer (Financial Proposal), detail the proposed costs as per the template provided above.

No price escalation under this contract shall be allowed. BIHC shall not compensate any bidder for costs incurred in the preparation and submission of this RFP, and in any subsequent pre-contract process.

b) Taxes and Incidental Costs

The prices and rates in the financial offer will be deemed to be inclusive of all taxes and any other incidental costs.

c) Responsiveness of Proposals

The responsiveness of the proposals to the requirements of this RFP will be determined. A responsive proposal is deemed to contain all documents or information specifically called for in this RFP document. A bid determined not responsive will be rejected by the Organization and may not subsequently be made responsive by the Bidder by correction of the non-conforming item(s).

d) Currency for Pricing of Tender

All bids in response to this RFP should be expressed in *Kenya Shillings*. Expressions in other currencies shall not be permitted.

e) Correction of Errors.

Bids determined to be substantially responsive will be checked by BIHC for any arithmetical errors. Errors will be corrected by BIHC as below:

- a) Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern, and
- b) Where there is a discrepancy between the unit rate and the line total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.

The price amount stated in the Bid will be adjusted by BIHC in accordance with the above procedure for the correction of errors.

d) Evaluation and Comparison of Bids

Technical proposals will be evaluated prior to the evaluation of the financial bids. Financial bids of firms whose technical proposals are found to be non-qualifying in whatever respect may be returned unopened.

e) Confidentiality

The Bidder shall treat the existence and contents of this RFP, and all information made available in relation to this RFP, as confidential and shall only use the same for the purpose for which it was provided.

The Bidder shall not publish or disclose the same or any particulars thereof to any third party without the written permission of BIHC, unless it is to Bidder's Contractors for assistance in preparation of this Tender. In any case, the same confidentiality must be entered into between Bidder and his Contractors.

The proposal should be presented in the following format;

- i. Introduction: Description of the Firm, the Firm's Qualifications and statutory compliance, legal documents
- ii. Understanding of the Requirements for Services
- iii. Proposed Methodology
- iv. Firms Experience in undertaking assignments of similar nature and experience from the geographical area for other major clients
- v. Proposed Team Composition
- vi. References
- vii. Work Plan

Note: Include a budget for the consultancy as per the format below. *The financial proposal/quote should be presented in a separate sealed envelope*

Item	Unit	# of Units	Unit Cost	Total Cost (Kshs.)
Consultancy Fee.	Per Call			
System Configuration				
System Subscription/License fee				
User Training				
Grand Total				

4. Evaluation and award of consultancy

BIHC will evaluate the proposals and award the assignment based on technical and financial feasibility. BIHC reserves the right to accept or reject any proposal received without giving reasons. BIHC is not bound to accept the lowest or the highest bidder.

A three-stage evaluation procedure will be used to evaluate all proposals from bidders. The total number of points which each bidder may obtain for its proposal is:

Technical proposal	60%
Oral presentation of technical proposal	30%
Financial proposal	10%
Total	100%

4.1 Evaluation of the Technical Proposal

The technical proposal shall be evaluated on the basis of its responsiveness to the TOR. Specifically, the following criteria shall apply:

Evaluation Criteria	Maximum Points Possible	Bidder's score	Remarks
(1) Introduction: Description of the Firm and the Firm's Qualifications	5		
(2) Background: Understanding of the project, context and requirements for services	10		

(3) Proposed Methodology: The proposed methodology MUST provide an indication of its effectiveness and added value in the proposed assignment.	15		
(4) Firms Experience in undertaking assignments of similar nature and experience from related geographical area for other major clients: Provide a summary and supporting information on overall years of experience, and related technical and geographic coverage experience	15		
(5) Proposed Team Composition: <ul style="list-style-type: none"> • Tabulate the team composition to include the general qualifications, suitability for the specific task to be assigned and overall years of relevant experience to the proposed assignment. • The proposed team composition should balance effectively with the necessary skills and competencies required to undertake the proposed assignment. • Lead Consultant Qualifications – should be as per the TOR • Mandatory-Consultant 	10		
(6) Work Plan: A Detailed logical, weekly work plan for the assignment MUST be provided.	5		
TOTAL SCORE	60%		

Total scores of the technical bid analysis shall be converted to a denominator of 60.

4.2 Oral presentation

Oral presentations will be part of the technical evaluation. Firms will be invited for oral presentations. Oral presentations will be scored using the following criteria;

Criteria	Score	Remarks
Understanding of the assignment	5	
Clear and sure steps methodology	20	

Presentation of	5	
<ul style="list-style-type: none"> • Detailed CVs of team to be involved • Evidence of legal Compliance-Registration, PIN certificate, tax compliance etc.) • two Sample reports of previous assignments 		
Total Score	30%	

4.3 Evaluation of the Financial Proposal

The Financial Proposal shall be prepared as per the budget for the consultancy as per the format above on STAGE 3. The maximum number of points for the Financial Proposal shall be **10% (10 points)**. This maximum number of points will be allocated to the lowest Financial Proposal. All other Financial Proposals will receive points in inverse proportion according to the below formula:

Points for the Financial Proposal being evaluated =

$$\frac{(\text{Maximum number of points for the financial proposal}) \times (\text{Lowest price})}{\text{Price of proposal being evaluated}}$$

A total score obtained including Technical, Oral and Financial Proposals is calculated for each proposal. The bid obtaining the overall highest score is the winning bid.

5. Deadline for Submission of Bids

Bids sent by post must be addressed to the address below on or before **22nd December 2021**

The Chair Tender Committee

Boma International Hospitality College

P.O. Box 26601-00100 GPO

Nairobi.

Bids sent by mail should reach by the same deadline. Bids received after the above-specified date and time shall not be considered.

Any bid received by BIHC after this deadline will be rejected.

*Bidders should provide a technical and financial proposal in two separate envelopes clearly Marked “**Technical Proposal**” and “**Financial Proposal**” and sealed in one plain envelope clearly marked “Tender No. BIHCPR2128*

Provision for Consultancy for MS Dynamics System”

The Proposal should be addressed as indicated above to reach the under signed 22nd December 2021 for the tender to be opened at 12.00 NOON:

6. Corrupt or Fraudulent Practices

BIHC 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.

BIHC 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

Further a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating

Please report any malpractices to info@bihc.ac.ke