REQUEST FOR PROPOSALS

INTEGRATED MANAGEMENT INFORMATION SYSTEM

Document Release Date	:	22th March 2021
Last Date for Receipt of bids	:	26th March 2021
Time	:	**11:00 AM**
Submission Method	:	**Email: tenders@bihc.ac.ke**
Tender Number	:	**BIHCPR1749**
Tender Opening Venue and Time	:	**BIHC Boardroom**
Time		**12:00 Noon**
Project	:	**Integrated Management Information Sys.**

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.

The BIHC curriculum maintains a strong emphasis on Swiss educational traditions of balancing theoretical and practical training thus making our graduates the preferred candidates in the job market.

2 Background of the Project and Problem Statement

BIHC started with an enrolment of 36 students in May 2015. During that time there was no **urgency** of investing in a proper integrated system since Office Applications was largely adopted in managing Students records. In addition, the College used Sun System from Boma Hotels under the administration of the then finance manager. The College has however grown and currently is boosting of a student population of 300+ students in College and out on Internship. This has therefore necessitated the need to manage the different student's information effectively depending on what level/stage they are in using an integrated system.

Important to note that a student life in cycle in College if not properly managed can result in data loss and or data integrity issues with both the students and the stakeholders.

The College is therefore on track to acquire a fully Integrated Management System that will go along in supporting the College daily operations. Among the modules the College will prioritize in its process of acquiring the system will be Students Information Management, Students Internship, Academics, and CRM

3. Scope of Work

Integrated Management Information System Requirements

Academic Department Requirements (Academic Module)

Deliverable	Specific Functions
Create, Read, Update, Delete Student Academic Data	− The system should allow academic department users to create Students into the system when they join the Institution, read status and data, update and delete records when necessary. − This should be a privileged role − Analytical Reports should be available
Update grades for Student	− Lecturers should be able to update grades for Students − Registry should be able to lock entry of grades after period of time − System should be able to moderate scores based on parameters − Registry should disable further update of grades
Processing approved results for cohorts	− Academics should be able to generate customized transcripts of moderated and complete results only for individual Students and batches − Performance reports can be generated based on user parameters
Process Graduands	− System to should be able to determine Students due for graduation − Processed Students should be invited to clear online − Report of cleared Students should be generated
Lecturers work load	− Assign lecturers teaching units and corresponding hours termly − Use the allocated hours to generate timetable for the term − Generate attendance sheets from the timetable for signing by lecturers and Students using biometrics − Generate reports on work load
Evaluation Forms	− Generate questionnaires that can be shared with Students for evaluations of Staff and different functions of the College

Marketing & Enrollment Department Requirements (CRM Module)

Deliverable	Specific Functions
Manage Enquiries	– Potential Students should provide enquires details online – Customize the enquiry form as needed – Enrollment team should view, respond and generate enquiries reports in real-time based on parameters given – Enrollment team should be able to respond to individuals or bulk enquiries via SMS, Email or Comments on enquiries status
Manage Admission	– Confirmed Enquiries should receive links to start admission process from the Enrollment team via emails or SMS – Applicants should create accounts that would save their admission stages. – Provide a section where admission status can be shared with the applicants from the enrollment team including proposed corrections – Approved applicants to receive admission numbers included in an auto generated admission letter sent to their personal emails – Enrollment should be able to view and generate analytical admission reports based on user parameters
Manage appointment	– Allow potential students to schedule appointments for College visits, tours and walk in enquiries – Generate appointments report
Re enrollment	– Graduands should be able to apply for new programs with all required information reused from the database including admission number – Confirmed applicants can apply for downgrading from one course to another if they meet all the requirements

Administration Requirements (Students Management)

Deliverable	Specific Functions
Manage Students Medical Insurance and Accident Covers	– CRUD operations on Students Insurance Covers. – Update Students on status of the covers on their portal – Generate report based on users parameters
Manage Student IDs	– Generate IDs of new Students and update status on their portal
Manage uniform and shoe sizes	– Generate a report of Students uniform and shoe sizes as provided by Students during admission process. – System should allow editing of records
Manage Immigration status	– CRUD operations on Students Immigration status – Update status on Students portal – Generate report based on users parameters
Manage Graduation Gowns	– Track issue and return of gowns to graduating Students and faculty – Bill Graduates of late return of gowns – Generate report

Accounts Requirements (Finance Module)

The College already has a working finance module with an existing finance system Ms Dynamics NAV, the main task during this project will be integrating our finance system with the new system.

Alternatively, companies that would demonstrate capacity to transfer the module from the existing system to the new system would be considered.

Deliverable	Specific Functions
Budgeting	– Generate templates, uploads, generate actuals and variances – Generate budget reports
Cash & Bank Support	– Students receipts – Bank reconciliations – Cash and bank reports
Receivables	– Generate Student statements – Support individual and bulk invoicing – Reporting
Food Cost	– Generate food expense reports
Procurement	– Manage the procurement process, RFQs, CBA, LPO, – Generate reports
Asset & Inventory Management	– CRUD Operations on Assets
Restaurant Sales	– Integrate with Micros System – Generate reports

Important to note that these are the main requirements that will be used to determine the most suitable company for the project.

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 Cleary marked **"TECHNICAL PROPOSAL** "and **"FINANCIAL PROPOSALS"**, both of which should then be placed in a common sealed on one common folder Marked.

<div align="center">

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INTEGRATED MANAGEMENT INFORMATION SYSTEM

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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 **26th March 2021 by 11:00 AM**.   To the undersigned.

<div align="center">

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

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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 Managing Director.

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	Bidders 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	15		

experience, and related technical and geographic coverage experience			
(5) Proposed Team Composition: • 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 • Detailed CVs of team to be involved • Evidence of legal Compliance-Registration, PIN certificate, tax compliance etc.) • two Sample reports of previous assignments	5	
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 =

(Maximum number of points for the financial proposal) x (Lowest price)

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 **26th March 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. BIHCPR1749** *Provision of Integrated Management Information System"*

The Proposal should be addressed as indicated above to reach the under signed 26th March 2021 for the tender to be opened at 11.00 AM:

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