



TENDER NO. KWS/USAID/EOI/ ICT/04/2020-2021

EXPRESSION OF INTEREST

DESIGN, SUPPLY, IMPLEMENTATION, TESTING AND COMMISSIONING  
OF A REVENUE COLLECTION AND MANAGEMENT SOLUTION IN ALL  
KWS NATIONAL PARKS AND RESERVES

**CLOSING DATE AND TIME:**

**24<sup>TH</sup> SEPTEMBER 2020 AT 12.00NOON**

**Kenya Wildlife Service, Headquarters, PO Box 40241 - 00100, Nairobi,  
Kenya**

**Tel 6000800, 0726 610508/9, 0735 663421**

**Email: [hps@kws.go.ke](mailto:hps@kws.go.ke)**

**Website: [www.kws.go.ke](http://www.kws.go.ke)**

**Date: - 24<sup>th</sup> September, 2020**

**To:** \_\_\_\_\_

**Address:** \_\_\_\_\_

Dear Sir/Madam:

**RE: EXPRESSION OF INTEREST FOR DESIGN, SUPPLY, IMPLEMENTATION, TESTING AND COMMISSIONING OF A REVENUE COLLECTION AND MANAGEMENT SOLUTION IN ALL KWS NATIONAL PARKS AND RESERVES NO KWS/USAID/EOI/ICT/04/2020-2021**

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The Kenya Wildlife Service (KWS) conserves and manages wildlife for the Kenyan people and the world. It is a state corporation established by an Act of Parliament Cap 376, now repealed by Wildlife Conservation Management Act (2013), with the mandate to conserve and manage wildlife in Kenya and to enforce related laws and regulations. KWS undertakes conservation and management of wildlife resources across all protected areas systems in collaboration with stakeholders. It is our goal to work with others to conserve, protect and sustainably manage wildlife resources, with the mandate to conserve and manage wildlife in Kenya and to enforce related laws and regulations.

KWS intends to implement an electronic revenue collection and revenue management IT system in all its National Parks and Reserves. The proposed system is expected to, but not limited to the following key features:

- a) Provide an electronic platform for the collection of revenue in the entire KWS parks and facilities
- b) Be online and accessible in all revenue collection centres within the KWS parks and facilities
- c) Be able to capture/transfer already existing information from current systems that are being used e.g. (SAFARICARD).
- d) The Solution should provide for Multi-Currency
- e) Secure and have different roles and rights assignment
- f) The solutions should be practical and easy to use for citizens and KWS staff involved in collection, verification and enforcement.
- g) The solutions should have inbuilt GIS capabilities
- h) Ability to support multiple revenues such as Park fees, Licenses, rents, fees etc.
- i) Ability to provide multiple payment options across different providers including mobile money platforms, digital kiosks, banks, and agents.
- j) Provision of reports and dashboards for monitoring of revenue collected from each revenue source and for reconciliation purposes
- k) Easy to use for citizens and KWS staff and accessibility via different platforms such as Web, WAP, Android, Windows, iOS, and other platforms
- l) Ability to integrate with existing and future back-office systems at KWS
- m) Compliance with international globally accepted standards for systems security

n) Direct integration with the KWS Bankers/ Payment Gateway

**\*Bidders will be required to do a live demo of their proposed system**

The Service invites sealed Expression of Interest documents from eligible bidders for **DESIGN, SUPPLY, IMPLEMENTATION, TESTING AND COMMISSIONING OF A REVENUE COLLECTION AND MANAGEMENT SOLUTION IN ALL KWS NATIONAL PARKS AND RESERVES**

A complete set of the EOI tender documents may be obtained by downloading free of charge from the KWS website [www.kws.go.ke/downloads/tenders](http://www.kws.go.ke/downloads/tenders) section, with the supplier giving information shown in the tender documents before the deadline for submission of tenders. Communication in regards to the tender must be in writing through email address: [hps@kws.go.ke](mailto:hps@kws.go.ke).

Candidates MUST prove that they qualify to participate in public procurement by providing copies of the following Mandatory documents:

- a) Certificate of Incorporation.
- b) Valid Tax Compliance Certificate
- c) Certified audited accounts for the year 2017, 2018 and 2019
- d) Current CR 12(not more than 6 months old) from the Registrar of Companies and certified by a Commissioner of Oaths
- e) Fully filled Confidential Business Questionnaire
- f) Proof of ICTA vendor registration certificate (as per Government ICT standards)
- g) Manufacturer's authorization(s).
- h) Original Tender Security of **Ksh 1,000,000.00** (Kenya Shillings One Million Only.) , issued in Kenya Shillings or freely Convertible Currency in the form of bank Guarantee or an Insurance Guarantee from PPRA Approved Insurance Company
- i) Relevant certifications of the proposed project team (project management, developers, testers, hardware – as relevant to this project)
- j) References for similar services provided for organizations with similar size and operations to KWS (at least 3)
- k) A declaration that the tenderer will not engage in any corrupt or fraudulent practice.
- l) A declaration that the tenderer or his or her subcontractors/partners are not debarred from participating in procurement proceedings
- m) All the pages The EOI document including all attachments must be sequentially serialized and book or tape bound. **NO LOOSE DOCUMENT** Shall be accepted.

**\*Failure to submit any of the above will result in disqualification.**

**\*For Joint Ventures a document of partnership agreement for this project is mandatory.**

Complete EOI documents in plain sealed envelopes clearly marked; **EXPRESSION OF INTEREST, KWS/EOI/ICT/04/2020-202: DESIGN, SUPPLY, IMPLEMENTATION, TESTING**

**AND COMMISSIONING OF A REVENUE COLLECTION AND MANAGEMENT  
SYSTEM IN ALL KWS NATIONAL PARKS AND RESERVES** Should be addressed to the:-

**The Director-General,  
Kenya Wildlife Service,  
P.O. Box 40241-00100,  
NAIROBI**

and deposited in the Tender Box located at the Main Reception **on or before 24<sup>th</sup>  
September, 2020 at 12.00 noon.**

All bidders **MUST** comply with all the instructions and rules of the tender and particularly ensure that all the forms required are properly completed. Tenders will be opened immediately, in the presence of tenderers' representatives who choose to attend. Late bids will not be accepted regardless of the circumstances.

KWS is a corrupt free organization and no one is required to provide any inducement to participate in any of its implementation processes.

**HEAD OF SUPPLY CHAIN MANAGEMENT  
FOR; DIRECTOR GENERAL**

## **INTRODUCTION**

Kenya Wildlife Service is a State Corporation that conserves and manages wildlife and habitats throughout the country. It oversees the management of 27 terrestrial and marine parks, 34 terrestrial and marine reserves together with 4 sanctuaries.

Our Vision and Mission Statement are:-

### **The Vision Statement**

"To conserve Kenya's wildlife and its habitats for prosperity"

### **The Mission Statement**

"To sustainably manage Kenya's wildlife and its habitats for the benefit of nature and humanity"

Currently, KWS serves various categories of visitors to the National Parks and Reserves using an electronic system called Safari card system. The visitors are categorized as below;

- East African Citizens
- Residents
- Non-residents
- Visitor Groups, companies and others

KWS intends to implement an electronic revenue collection and management system for all of its National Parks and Reserves, including its remote gates, entry points and revenue operation areas. The system is expected to be flexible to changes in technology, customer needs, robust and easy to integrate with other existing systems within the organization and must resonate with our customer needs as well as function as a Fully Integrated Online System.

The proposed system is expected to, but not limited to the following key features:

- 1) The vendor should have a physical local presence.
- 2) Be flexible to changes in technology
- 3) Be online and able to work in remote environments within KWS Parks.
- 4) Have the capability to integrate with existing KWS systems among others.
- 5) Customer-focused solution
- 6) Ability to collect from other revenue streams such as licensing, leasing, accommodation booking etc.

## **Scope of Work**

The project will be managed jointly by KWS and the appointed developer who will conduct the following tasks:

- a) Provide a detailed activity plan (calendar of events)
- b) Design, Supply, Implement and Commission the system in consultation with KWS ICT Department.
- c) Integration of the proposed solution with existing systems within KWS e.g. Financial system
- d) Train KWS staff responsible for operating the system.
- e) Offer comprehensive support and maintenance of the system upon completion
- f) Include Network connectivity solutions and infrastructure, computer infrastructure, local network, and equipment required for the solution to work
- g) Advice and implement security strategies to the solution using the latest technologies

**Note:** Bidders will be required to do a live demo to showcase their proposed solution

### **1.0 Format and Requirements for Completion of EOI**

#### **1.1 Mandatory Documents**

- a) Certificate of Incorporation.
- b) Valid Tax Compliance Certificate
- c) Certified audited accounts for the year 2017, 2018 and 2019
- d) Current CR 12(not more than 6 months old) from the Registrar of Companies and certified by a Commissioner of Oaths
- e) Fully filled Confidential Business Questionnaire
- f) Proof of ICTA vendor registration certificate (as per Government ICT standards)
- g) Manufacturer's authorization(s).
- h) Relevant certifications of the proposed project team (project management, developers, testers, hardware – as relevant to this project)
- i) References for similar services provided for organizations similar size and operations to KWS (at least 3)
- j) A declaration that the tenderer will not engage in any corrupt or fraudulent practice.
- k) A declaration that the tenderer or his or her subcontractors/partners are not debarred from participating in procurement proceedings
- l) The EOI document, including all attachments must be sequentially paginated

NB:

- KWS will undertake due diligence to ascertain the facts of the feedback

presented by the Bidders.

- Failure to submit any of the above will result in disqualification.

## 1.2 Corporate Documentation (5 Mks)

Proponents are expected to submit the information that addresses items contained in the table below:

ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
<b>1.2.1 Bidder Corporate Details</b>	Corporate Company Profile) (5 Mks)	State whether the firm is a Limited Liability, Sole proprietorship or Partnership Provide a Short narrative of origin, development, mission and values, website details of the company.

## 1.3 Brief description of the proposed system (30 Mks)

Bidders will be expected to provide a brief narrative of their proposed systems

ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
<b>1.3.1 Design and Development of the System</b>	Proposed design overview: sketch an overview of the system components and how they function (30 mks)	<b>Narrative indicating</b> Components of the system <ul style="list-style-type: none"> <li>• Hardware</li> <li>• Type of communication network and storage media</li> <li>• Backup redundancy and recovery plans in the event of system failure. Or component failure.</li> <li>• Project Plan.</li> <li>• Training and Knowledge Plan</li> <li>• Data Migration Plan</li> <li>• SLA</li> </ul> Prospective developers are required to supply KWS with illustrative sketches and documentation of the overview of the proposed system

### NB:

KWS will undertake due diligence to ascertain the facts of the feedback presented by Bidders.

## 1.4 Similar Related Projects (10 Mks)

ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
<b>1.4.1 Experience in similar work of developing Electronic Revenue Management &amp; Collection Systems</b>	Bidder to give reference site of five clients where they have implemented a revenue collection & management system in the form specified in Appendix 2. Adequate demonstration of experience in development of electronic revenue collection and management systems in reputable similar institutions or organizations similar to KWS operations or facilities either nationally or Internationally. A satisfactory track record will be advantageous. (10 Mks)	<b>Short narrative stating</b> <ul style="list-style-type: none"> <li>• Name/ Country and Location of similar projects developed in the last four (5) years or more.</li> <li>• Value of project /size of companies/organizations that the bidder developed similar systems/ contacts of clients</li> </ul>

### 1.5 Remote Sites connectivity (25 Mks)

Bidders will be expected to provide a brief narrative of their proposed solution to how they intend to connect to our remote sites including park Headquarters and remote gates/ park HQ's and in areas that are not currently connected.

ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
<b>1.5.1 Experience in connecting remote sites</b>	Bidder to give reference site of five clients where they have implemented connectivity to remote sites. Solutions with proven ability to deliver the highest level of uptime will be considered.	Name and Location of similar projects with remote sites connectivity of similar nature to KWS (10 Mks)
	Bidders are required to describe their technical approach and methodology to deliver this assignment.	Required to demonstrate how the solution will provide uptime of at least 99.9 % (15 Mks)

### 1.6 Technical Staff (10 Mks)

ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
<b>1.6.1 Technical Staff for the project</b>	Qualification and technical expertise of key personnel in the firm	Professionally qualified system developers , Network Engineers and integrators of good repute with five (5) years or more experience. (See Appendix for Format of



	(10 Mks)	submission of CVs)
		Relevant certifications of the proposed project team (project management, developers, testers, hardware/ network Engineers – as relevant to this project)

### 1.7 Evidence of Financial capability (10 Mks)

ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
<b>1.7.1 Bankers</b>	Contact details of at least one of its bankers  3 Mks)	--Confirmation letter from the bankers
<b>1.7.2 Project Financing</b>	Demonstrate financial capability through documentary evidence (7 Mks)	<ul style="list-style-type: none"> <li>i. Evidence of Cash, Cash equivalents and certified Bank statements for the last year.</li> <li>ii. Audited Financial statements for the last 3 years.</li> <li>iii. Evidence of access to credit Bankers letter confirming access to credit facility that would be enough to run the project</li> </ul>

### 1.8 Solution Presentation (10 Mks)

ITEM	EXPECTED INFORMATION	REQUIRED FORMAT
<b>1.8.1 Solution Demo</b>	Bidders shall provide detailed responses to demonstrate how their proposed solution will efficiently achieve revenue collection and management for KWS. Including remote sites.	Powerpoint presentation and solution demonstration.

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## 2.0 Criteria for Evaluation

Expression of Interest will be evaluated on their responsiveness to the above requirements based on the following criteria:

ITEM	PARTICULARS	MAXIMUM SCORE/ POINTS
2.1	Mandatory Documents	Go or No Go
2.2	Corporate Documentation	5
2.3	Brief Description of Proposed System	30
2.4	Similar or related Projects	10
2.5	Remote sites connectivity compability and solution	25
2.5	Technical Staff	10
2.6	Evidence of Financial Stability	10
2.7	Solution Presentation	10
	<b>TOTAL</b>	<b>100</b>

Expressions of Interest scoring at least seventy per cent (80%) will be pre-qualified and invited to submit both Technical and Financial Proposals

## 2. Cost of Tendering

- 2.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and KWS, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

## 3.0 Additional Instructions

All responses should be **typed** and their numbering to correspond with that set out in the format (section 2). Please include all attachments as required in the format for the Expression of Interest.

Pre-qualified bidders will be required to submit detailed **Technical Proposal (s)** for the work in a format of solicitation documents to be provided.

## 4.0 APPENDICES

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### 4.1 CURRICULUM VITAE FORMAT

<b>Name of Firm:</b>			
<b>Name of Staff:</b>			
<b>Years with Firm/Entity:</b>	Nationality		
Detailed Tasks Assigned:			
Key Qualifications/experience:			
<b>Education:</b>			
<b>Institution:</b>			
<b>Year:</b>			
<b>Course:</b>			
<b>Employment Record:</b>			
<b>Summary of relevant Experience:</b>			
Language proficiency:			
<b>Language</b>	<b>Speaking</b>	<b>Reading</b>	<b>Writing</b>
English			
Kiswahili			
Certification:			
I, the undersigned, certify that this data correctly describes my qualifications, and experience, and confirm my availability to the firm for the proposed project should we be awarded the tender.			
[Signature of staff member]		Date:	
[Signature of an authorized representative of the firm]		Date:	
Full Name of Staff Member:			
Full Name of authorized representative:			

## 4.2 KWS BUSINESS QUESTIONNAIRE FORM

**Name of the firm .....**

The information provided in this form will enable Kenya Wildlife Service to assess your eligibility to participate in the tendering process and your competence in supplying the goods and services in the tender. Kenya Wildlife Service shall verify the information provided and candidates should note that submission of false information will lead to automatic disqualification.

### **A: GENERAL INFORMATION:**

- 1.1 Business Name: .....  
Date of registration of business.....
- 1.2 Indicate the form of Business:  
(a) Sole Proprietor..... (b) Partnership.....  
(c) Company.....
- 1.3 What businesses are you licensed to operate?  
.....
- 1.4 Postal Address.....Telephone No.....Cell  
Phone..... Email..... Web page.....
- 1.5 Location of business premises: Street/Road.....  
Building and Floor..... Plot No .....
- Is the premises Permanent/Temporary?.....  
Residential/Office/shop/warehouse?.....
- 1.6 Current Trade License No ..... Expiring date .....
- 1.7 Who are your Principal Bankers ..... Branch .....

**Details of business registration: Please complete the relevant section.**

### **Part 1.8 (a) – Sole Proprietor**

Your name in full ..... Are you a Kenya Citizen?.....If not, what is  
your Nationality .....

**Part 1.8 (b) – Partnership/Registered Company**

Country of Incorporation..... Date.....

NAME OF PARTNERS/SHARE HOLDERS		NATIONALITY	CITIZENSHIP	OWNERSHIP (SHARES)
1				
2				
3				
4				

**B: ELIGIBILITY:**

2.2 Have you or your principals been subject of legal proceedings for insolvency, Bankruptcy, receivership or your business activities suspended for related reasons?.....if yes, when? .....[if yes, You must present legal documentary evidence that you are cleared and your business is now solvent].

2.3 Have you fulfilled your obligations to pay taxes and social security contributions for the last three years? Yes....No.....

2.4 Are you or your servants or agents subject of legal proceedings for corrupt or unethical business practice or offered any inducement to any procurement entity so that you can be considered for award of a tender? Yes.....No.....

2.5 Is the firm making this application or any of its directors been debarred or suspended from participating in public procurement or have any Procurement Entity initiated proceedings of that nature against the firm or one of its Directors, for any reason whatsoever? Yes.....No.....

**C: CAPABILITY AND COMPETENCE TO DELIVER GOODS OR SERVICE:**

2.6 What products/service do you want to be considered for.....

2.7 How many employees do you have? .....How many are Permanent? ..... How many are Temporary?.....

2.8 What is the country of origin for those goods or services?.....

2.9 Are you a manufacturer/wholesaler/retailer/other please specify).....

(a) If you are a manufacturer or a service organization, are your products certified by the Kenya Bureau of Standards or are you affiliated to a recognized accrediting body? Yes.....No.....[Please attach documentary evidence of the current certification].

(b) If you are not a manufacturer, are you an authorized dealer? Yes.....No.....please attach documentary evidence of the authority from the manufacturer]

2.10 Who is/are your major customer(s)/client(s) and what is/are their telephone contact(s)?

	NAME OF ORGANIZATION	VALUE OF BUSINESS (KES)	CONTACT PERSON	TEL NO
1				
2				
3				
4				
5				

2.11 (a) To what extent is your firm e-enabled with your suppliers and clients and how do you intend to carry out business with KWS.....

(b) What is your average response time to a request for

quotation/RFP? .....

(b) What is your average response time to delivery of goods/services after issuance of LPO? .....

2.12 What is the Maximum value of business which you can handle at any one time?: Kes.....

**2.13** If your firm is pre-qualified and awarded the tender to supply goods or services, will you abide by the agreed delivery period, quality and price as per given specifications by Kenya Wildlife Service? Yes .....  
No.....?

#### **D: PAST AND CURRENT PERFORMANCE AND EXPERIENCE**

2.14 Is this firm or its directors in any way associated with any other firm that is currently conducting business with or have applied to be considered for pre-qualification or any other tender in Kenya Wildlife Service? If yes, please provide the name(s) of those firm(s), their address, their nature of business and indicate the relationship with the company making this application.

NAME OF FIRM	ADDRESS	NATURE OF BUSINESS	RELATIONSHIP

2.15 Is the firm making this application currently or in previous periods been contracted to supply goods or services to Kenya Wildlife Service? Yes ..... No ..... If yes, please indicate hereunder the financial year, the goods or services that you supplied and their total value.

FINANCIAL YEAR	GOODS OR SERVICE SUPPLIED	TOTAL VALUE (KES)




2.16 Have you at any one time been issued with a Purchase Order by the Kenya Wildlife Service and failed to deliver the goods or service without assigning any reason for your action? Yes.....No.....

2.17 Have you at any one time been requested to quote for supply of goods and services and failed to return the quotation without assigning any reason for your action? Yes.....No.....

2.18 If you are a current or previous period supplier of goods or service to Kenya Wildlife Service, have you at any one time been issued with a letter of cancellation of LPO for failure to supply goods within the agreed time or for supplying inferior goods not within the specifications? Yes.....No.....

2.19 I .....the applicant or the authorized person to make this application on behalf of [name of company].....does hereby declare that the information provided is true and correct.

**Title** .....

**Signature** .....

**Company Stamp**.....

#### **4.3 PREVIOUS SIMILAR PROJECTS TEMPLATE**

These are for revenue system based projects that the bidder has been involved in implementing:

<b>Client Name</b>			
<b>The Country client is based</b>			
<b>Client contact details &amp; contact person</b>			
<b>Relevant Project description</b>			
<b>Date of implementation</b>		<b>Value of project</b>	
<b>Bidders Project manager</b>			
<b>Team members involved in Project</b>			
<b>Time is taken to deliver Project</b>			
<b>Challenges faced in the Project (if any)</b>			
<b>Status of the Project</b>	(Completed/ Not Completed)		
<b>Bidder Representative</b>			
<b>Date</b>		<b>Signature</b>	

**4.4 SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT, 2015.**

I, ..... of Post Office Box .....  
being a resident of ..... in the Republic of .....  
do hereby make a statement as follows:-

1. THAT I am the Company Secretary/ Chief Executive/Managing Director/Principal Officer/Director of ..... (insert name of the Company) who is a Bidder in respect of **Tender No.** ..... for .....(insert tender title/description) for .....( insert name of the Procuring entity) and duly authorized and competent to make this statement.

2. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.

3. THAT what is deponed to herein above is true to the best of my knowledge, information and belief.

**Title**.....

**Signature**.....

**Date**.....

**Bidder's Official Stamp**

**4.5 SELF DECLARATION THAT THE PERSON/TENDERER WILL NOT ENGAGE IN ANY CORRUPT OR FRAUDULENT PRACTICE**

I, .....of P. O. Box ..... being a resident of ..... in the Republic of ..... do hereby make a statement as follows:-

1. THAT I am the Chief Executive/Managing Director/Principal Officer/Director of ..... (Insert name of the Company) who is a Bidder in respect of **Tender No.** ..... for ..... (insert tender title/description) for.....( insert name of the Procuring entity) and duly authorized and competent to make this statement.

2. THAT the aforesaid Bidder, its servants and/or agents /subcontractors will not engage in any corrupt or fraudulent practice and has not been requested to pay any inducement to any member of the Board, Management, Staff and/or employees and/or agents of .....( insert name of the Procuring entity) which is the procuring entity.

3. THAT the aforesaid Bidder, its servants and/or agents /subcontractors have not offered any inducement to any member of the Board, Management, Staff and/or employees and/or agents of.....(name of the procuring entity)

4. THAT the aforesaid Bidder will not engage /has not engaged in any corrupt practice with other bidders participating in the subject tender

5. THAT what is deponed to herein above is true to the best of my knowledge information and belief.

**Title** .....

**Signature** .....

**Date** .....

**Bidder's Official Stamp**

