EXPRESSION OF INTEREST TENDER NO. IRA/182/2023-2024 FOR SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF AN ENTEPRISE RESOURCE PLANNING (ERP) SYSTEM

1. Introduction

The Insurance Regulatory Authority (IRA) is a State Corporation established under the Insurance Act Cap 487 Laws of Kenya to regulate, supervise, and promote the development of the insurance industry in Kenya.

The Authority invites interested firms for the Expression of Interest for the Supply, Delivery, Installation, Testing and Commissioning of an Enterprise Resource Planning System (ERP).

2. Scope of work:

The scope of work will entail designing, developing and deployment of ERP system for IRA of the following modules as contained in the attached detailed requirements.

3. Mandatory requirements

Interested firms must submit the following mandatory information and their supporting documents.

a) Certificate of Incorporation/Registration
b) CR 12 certificate or IDs for sole proprietorship/partnership
c) Valid Single Business Permit
d) Valid Tax Compliance Certificate
e) Valid AGPO certificate where applicable
f) Provide Valid and appropriate ICTA certifications (Systems and Applications; Information Security and Cloud Computing
g) The firm shall demonstrate as having conducted at least five (5) projects/ assignments of similar nature as a Lead Consultant/firm individually or as part of a consortium indicating the contract values, Client's names along with contacts persons and addresses as well as certificate of completion.
h) Technical capacity of the team in implementing ERP systems (Attach CVs, academic and professional certificates)
i) Detailed Company profiles including financial status for the last 5 years with a cumulative turnover of more than Kes. 50 million shillings and provide evidence of financial capability to undertake the assignment.
j) The firm should demonstrate they have in-depth knowledge of data privacy laws and international data security standards. They must demonstrate the ability to design and implement robust data protection measures within the ICT system to safeguard sensitive information. Data Processor and/or data controller certification.

k) The firm should demonstrate that they have a robust quality assurance framework to ensure the accuracy, completeness, and compliance of their deliverables with the project requirements and established standards.

4. Detailed EOI requirements may be viewed and downloaded for free from the websites, www.ira.go.ke and Public Procurement Information Portal, www.tenders.go.ke .Firms who download the EOI must forward their particulars immediately to procurement@ira.go.ke to facilitate effective and efficient communication on any clarification or addenda on the same.

5. The request for clarifications should be received five (5) days before the tender opening.

6. Completed EOI proposal document clearly marked with **''Tender No. IRA/182/2023-2024 Expression of Interest for Supply, Delivery, Installation, Testing and Commissioning of an ERP System''** to be deposited in the tender box located at Zep-RE Place, 10th Floor, Longonot Road Upper Hill, Nairobi. Bulky tenders which will not fit in the tender box shall be delivered to the office of Senior Manager, Supply Chain Management situated on 10th Floor, Zep Re Place.

7. EOI to be received on or before **Tuesday, 30th April 2024** at **11:00am** addressed to:

The Chief Executive Officer,
Insurance Regulatory Authority,
10th Floor, ZepRe Place, Longonot Road, UpperHill,
P.O. Box 43505-00100,
NAIROBI.

8. The expressions of interest will be opened immediately after deadline of tender opening at 10th Floor Boardroom, Zep Re Place in the presence of the firms/or representatives who may choose to attend.

9. IRA is a corruption free organization. Any corruption, attempt, pressure or influence prior or after award should be reported immediately to the CEO on the address provided above or email, ethics@ira.go.ke; procurement@ira.go.ke

GODFREY K. KIPTUM
COMMISSIONER OF INSURANCE & CHIEF EXECUTIVE OFFICER

1. INTRODUCTION

The Authority intends to overhaul the current ERP system (MS Dynamics 2019) in use and replace it with a more versatile one. Key among the requirements is to have a one-stop system that houses all the key modules listed. In addition, the system should be able to integrate with other existing systems within the Authority i.e. the Electronic Regulatory System (ERS), Electronic Document Management System (eDMS) to ensure that any relevant information is shared without having to capture it again. The system so desired should be database driven with a thin client version for ease of use. The system should have capability of being deployed on the premise, in the cloud and should have a web version provision.

2. SCOPE OF WORK

The system should have the following modules: -

2.1. HR MANAGEMENT MODULE

The following is the minimum of what needs to be in the HRM Module:

Feature/Functionality	Description
Company Information	This is to keep the basic but relevant information regarding the Authority such as organization structure hierarchy definition and organogram and institutional calendar
Employee Manager	Ability to maintain an online employee Bio data and allow update, upload of personnel records including but not limited to photo, academic qualifications, professional qualifications, history, next of kin and beneficiaries etc
Leave Management	Manage leave application process by enabling end-to-end online leave management, manage different types of employees' leave (including but not limited to normal annual leave, maternity leave, paternity leave, etc) and ability to generate leave planner/ schedule for all staff
Performance and productivity management	Performance management based on balanced score card and competency assessments to incorporate performance target setting and performance appraisal system. Also, ability to incorporate productivity matrices and generate productivity index. Finally, link performance and productivity to commensurate rewards and sanctions.

Human Resource Planning, Recruitment and Selection	Should be able to carry out manpower planning, e-recruitment and e-selection up to the end of the process (induction and onboarding). It should also cater for a candidate portal to apply for vacancies and carry out online tests.
Training management	Carry out training analysis, generation of training plan and projections, application for training by staff, preparation of training requests report, training evaluation and assessment of training effectiveness/ impact. Also, capability to maintain staff skills inventory.
Compensation and Benefits management	The system should have an online Pay Change Advice (PCA) and should allow the preparation, verification, and validation of it online. It should also provide workflow for approval or updating of all compensation related configuration data.
Employee separation management	Manage the different forms of separation, enable staff who are exiting the Authority to clear through the system. Consideration for exit interview through the system as well. Should also have capability to generate Certificate of Service upon exit of employee.
Employee health and wellness	Ability to capture and store employee insurance and medical details online with respect to employee ID.
Job descriptions	Have a repository of all the JDs based on the Authority's HR Structure.
Disciplinary management	Manage the disciplinary process as per the HR manual.
Grievance handling	Capability for Staff grievances handling.
Staff attendance	Should have capability to track employee attendance working either physically or remotely.
Mentorship and coaching management	System should be able to allow applications for mentorship and coaching, assignment of mentors and coaches and track performance of the mentoring process.
Management of attachment and internship processes	The system should allow application of attachment and internship opportunities and give feedback on the approval or rejection of the requests.
Reports	Production of staff master reports, standard reports, ad hoc reports and any other report that should be customised as per the user needs.
HR Analytics and Dashboards	Should provide analytical outputs from the system including categorization of data and it should be able to view through Dashboards.
Integration	Integration with the payroll system and provide an holistic visibility of the payroll details from an HR perspective.
HR Support/Incident Reporting	Support reporting of HR incidents and management of the same.
Other general system requirements	Ability to allow online different levels of access and processing rights to ensure complete confidentiality.

	The system should be capable of employee and manager self-service.
	The system to have storage repository for certificates and other relevant documents for employees.

2.2. ADMINISTRATION MANAGEMENT MODULE

The following is the minimum of what needs to be in the Admin Module:

Feature/Functionality	Description
Vehicle Management	Repository of all the Authority's vehicles and their general management including their date of purchase, the cost of the vehicle, all details as per the logbook, the dealer where it was purchased from, depreciation standard to be used (straight line or fixed, etc)
Driver Assignment of vehicles	The system should allow for assigning of the vehicles to specific drivers.
Driver profile	The profile of each driver should be captured to include the classes of vehicles they are allowed to drive, their personal details which should be populated based on the HR module using their staff personal file number or ID number, the details of incidents they have been involved in and their severity, and any other necessary details that might be standard for a fleet management module.
Work Ticket integration	The vehicle work ticket to be captured to provide details of the journeys undertaken and mileage covered.
Maintenance Record	The system is to keep a record of all the maintenance undertaken on that vehicle including details of the parts changed and their respective charges.
Fuel Consumption	The system should allow the capture of the vehicle fuelling done, at what mileage, the number of litres fuelled, and the amount incurred. It should also allow for the capturing of other consumables like engine oil, steering oil, brake fluid purchased for the vehicle, the date of purchase, the quantities purchased and the cost.
Integration	The system should integrate with the vehicle tracking system and be able to track the movement of each vehicle.
	The system should also integrate with Finance module to capture all vehicle expenses and generate the relevant expenditures for each.
Report generation	The system should be able to produce reports on the distances covered by each vehicle within different stipulated time periods, the amounts of fuel consumed by each vehicle including the quantities in litres, the total cost incurred by each vehicle from the

	date of purchase, and other ad hoc reports as may be required by the users.
Mail management: Workflow Management	Ability to define and manage various workflows to automate and eliminate paper approval flows. This should also integrate with eDMS (ADA) in place and ensure that the workflow management is synchronised.
Integration	This component of mail management should allow for integration with the eDMS (ADA) and any other module that might be required for making the flow of mails more efficient.
Mails Dispatch	This deals with movement of physical mails into and out of the Authority. This should generally assist in traceability of mails movement.
File management	This functionality should integrate with the existing eDMS (ADA).
Web based/Mobile Application for mail delivery	Ability to have a web-based portal or a Mobile Application that can be used for delivery of mails externally. This is to give an instant update of the mails delivery by the courier.
Reports related to Mail Management	It should also provide a report of the mails collected from the registry for external delivery, the date and time they were collected, the time they were delivered.
	It should give report on the performance of the courier person in terms of time taken to deliver each mail.
	Other standard reports for this module including any Ad hoc reports as they may be required by the user from time to time.
Management of meeting rooms	The system should allow the capturing of all the meeting rooms within the Authority, their capacity, the amenities found in them, etc
	The system should allow for the self-booking of these meeting rooms by the staff members.
	The system should generate a calendar showing the bookings for each room and the dates it's not occupied.
	The system should allow for the Manager Administration to override any booking depending on the urgency and seniority of the user requesting the room.
Reports related to the management of meeting rooms	The system should produce reports showing the utilisation of the various meeting rooms, the utilisation of the rooms per user department, and any other ad hoc reports that might be required.
Dashboard	The system should have a dashboard that gives a view of the module reports as a standard.

2.3. PROCUREMENT & INVENTORY MANAGEMENT MODULE

The following is the minimum of what needs to be in the Procurement & Inventory Management Module:

Feature/Functionality	**Description**
Procurement Planning	Enable procurement planning by all departments, consolidation, and production of procurement plans. The plan should be based on the approved budget and PPRA templates
Purchase Requisitions	Procurement requisitions to be linked to stock, non-stock and asset categories and mapped to General Ledger, raising of procurement requisitions based on the procurement plan and budget and approval based on thresholds in accordance with PPADR schedule
Procurement	Processing of tenders vide the following methods: Open Tender, Two-Stage Tendering, Design Competition, Restricted Tendering, Direct Procurement, Request for Quotations, Competitive Negotiations, Low value procurement, Force Account, Electronic Reverse Auction, Framework Agreement, Specially Permitted Procurement
Inventory Control, Asset and Inventory Management and Distribution	Classification of Stock and non-stock items, Stores and Asset Receipt, updating of ledger cards and asset register, stores requisition and issue, generation of quarterly and annual reports, tracking stock levels.
Committee appointments	Appointment of various committees for procurement processing; tender opening committee, evaluation committee, inspection and acceptance committee, contract implementation committee, disposal committee, generation of committee minutes.
Order processing	Generation of Local Purchase Orders, Local Service Orders based on approved procurement plan, purchase requisitions and budget, Strategic Plan and Corporate work plans.
Contract Management	Management of contracts entered vide procurement process, Start and End Dates, Contract amount, Contract implementation teams, tracking of amounts payable, Generation and Update of Project Milestones, Generation of Contract Orders linked to specific contract, Generation of monthly contract reports, contract variation and amendments, generation of contract addendums. Invoicing to matched with Inspection & Acceptance Reports and should be done through the workflow with approvals at all stages.
Disposal of Assets	Preparation of disposal plan as per the PPRA templates, incorporation of the following methods of disposal; transfer to another public entity or part of a public entity, with or without financial adjustment, sale by public tender, sale by public auction, trade-in,

	waste disposal management, disposal to employees, adjustment of assets registers
Regulatory and Statutory Reports	Termination of procurement and asset disposal proceedings, direct procurement above Ksh. 500,000, Disposal of public asset(s) to employees, All contract awarded through all procurement methods, contract amendment/variation, termination of contracts, Quarterly report on all contract awards where preferences and Reservation Schemes are applied, Six months report on preference and Reservation of contracts awarded to Youth, Women and Persons with Disability, Part of annual procurement demonstrating application of the preference and reservation schemes and entire consolidated annual procurement plan; Reports to national treasury, Ministry of Trade and industrialisation, National Council of Persons with Disability, Ministry of Gender, Culture and Heritage, Management Reports as per approved templates.
Approvals	All approvals are to be carried out digitally via workflow.
Supplier Relationship Management	Supplier Registration, evaluation and updating, status of payment, payment history, Training, debriefing, linking of supplier profile to response to tender requests.

2.4. FINANCE & ACCOUNTING MANAGEMENT MODULE

The following is the minimum of what needs to be in the Finance & Accounting Module:

Feature/Functionality	Description
General Ledger	• Chart of Accounts Management: Capability to define and maintain a hierarchical chart of accounts that organizes financial transactions into the various categories. • Journal Entry Processing: Ability to record manual journal entries to adjust account balances, post accruals, or make other accounting adjustments. • Update the general books on double entry principles; and • Produce monthly and annual reports. • Automated Posting and Transaction Integration: Automation of routine posting processes, including integration with subledgers. • Multi-Currency Support: Capability to record and report financial transactions in multiple currencies for organizations operating in international markets. The system should handle currency conversions, revaluations, and foreign exchange gains or losses. • Budgeting and Forecasting Integration: Integration with budgeting and forecasting modules to compare

	actual financial performance against budgeted amounts. • Financial Reporting and Analysis: Robust reporting tools to generate financial statements, including balance sheets, income statements, cash flow statements, and other customized reports. The system should support comparative analysis, trend analysis, and drill-down capabilities for detailed analysis of financial data. • Periodic Closing and Fiscal Year Management: Support for periodic closing procedures to close accounting periods, reconcile account balances, and generate financial reports for specific reporting periods. • Allocation and Cost Accounting: Ability to allocate expenses across departments, projects, or cost centres using allocation methods such as percentage allocation, activity-based costing, or direct allocation. • Audit Trail and Compliance: Comprehensive audit trail capabilities to track changes to financial transactions and account balances for auditing and compliance purposes. • Security and Access Controls: Strong security measures to protect sensitive financial data and restrict access to authorized users. This includes role-based access controls, encryption of confidential information, and regular security audits. • Integration with External Systems: Seamless integration with external systems such as banking systems, tax compliance software, and reporting tools to streamline data exchange and improve overall business processes.
Customer Ledger	• Customer Database Management: Allow for the creation and management of customer profiles. • Invoicing: Capability to generate invoices for goods or services provided to customers. • Billing and Payment Processing: Ability to record payments received from customers and reconcile them against outstanding invoices. • Account Aging and Receivables Management: Reporting tools to monitor accounts receivable aging. • Integration with Financial Reporting: Seamless integration with general ledger and financial reporting modules to ensure accurate recording and reporting of customer transactions within the overall accounting system.

	• Audit Trail and Compliance: Robust audit trail capabilities to track changes to customer records and transactions for compliance purposes. • Scalability and Customization: To be scalable to accommodate the needs of the businesses.
Supplier Ledger	Similar features as for Customer ledger
Bank Reconciliation	• Manage Multiple Bank Accounts • Simplify Bank Reconciliation by online upload of statements. • Prepare bank reconciliation reports monthly
Voucher Management/ Receipting	Used mainly for receipting
Intelligence Reporting	• For batch processing and tax management. • Ability to generate customised reports like annual financial statements and quarterly reports once the required information is keyed in.
Fixed Assets	• Fixed Asset acquisition and Disposal processes • Fixed Asset Posting, classification and recognition. • Depreciation for the various categories of assets. • Fixed Asset Journals. • Fixed Assets reports/Register
Inventory Management	• Stores requisition • Bin cards management • Stock-take procedures. • Stock reporting
Imprest Management	• Management of staff imprests i.e. requesting, surrendering, and reporting.
Budgeting	• Create line and Itemized budgets • Management of Vote book. • Budget adjustments / reallocation and revision. • Budget reports • Align budgets to work plans
Payment	• Voucher writing and printing of cheques
Bank Reconciliation	• Have ability to upload the statements from the banks or provide an interface to allow for the upload without necessarily having to key it in.
Generate reports	• Generate reports for creditors, debtors, imprests and any other including statutory reports
Receivables Management	• Management of debtors' cycle • Aging reports
Payables management	• Management of Creditors Cycle • Pending Bills management
Investments	• Capture details of different types of investments. • Compute interest accruing on investment. • Produce management reports. • Short term and Fixed deposits management
Fixed Assets Management	• Fixed Asset acquisition and Disposal processes • Fixed Asset Posting, classification and recognition. • Depreciation Book.

	• Fixed Asset Journals. • Fixed Assets reports - Register
Statutory Compliance	• Tax Management • Statutory reporting for all category of taxes
Periodic activities	• End of Day • End of Month • Quarterly period processes • End of Year • Budgeting cycle
Payroll	To facilitate management and administration of payroll including. • Processing of payroll • Statutory Deductions and Contributions: • Compliance to Tax laws Compliance • Employee Benefits Management: e.g. pension contributions, medical insurance, and other fringe benefits. • Leave Management: Integration with leave management systems to track and manage employee leave entitlements. • Customizable Payslips and Reports: • Statutory Reporting. • Employee Self-Service Portal in Local Languages • Audit Trail and Data Security: Robust audit trail capabilities to track changes to payroll data and maintain data integrity. • Support for Multiple Employment Scenarios including permanent employees, temporary workers, contract employees, and casual labourers, with appropriate payroll calculations and reporting. • allowances and recovery of overdue imprests • expense claims and loans • Gratuity administration • self-service pay slips. • Generation of pay statements and posting to General Ledger • Should cover staff as well as Board and Executive remuneration. • Salary scales and annual incremental dates should be in-built in the system. • Termination of payments should be automatic once expiry date for the contracts is in the system. • Integration with quick pay/bank payment system to automatically upload the final approved payroll to transfer salaries to the Bank

2.5. CONSUMER PROTECTION MANAGEMENT MODULE

The following is the minimum of what needs to be in the Consumer Protection:

Feature/Functionality	Description
Registration of new consumer complaints	These are complaints that are basically reported by the policyholders and beneficiaries
Categorization of the complaints	The system should allow for categorisation of complaints based on the company, the nature of the complaint,
Follow up of Complaints	Automatically bring up the registered complaints upon expiry of the follow-up period
Resolved Complaints Reports	Provide various report(s) from the system as may be required. Ability to customise other reports should be part and parcel of the system as a default.
Reports and analysis	From the reporting mechanism that is to be provided, the system should be able to carry out analysis of the data so captured and produce analytic report. The system should also allow the users to customise additional analytical reports.
Business Intelligence	Slice and dice reporting

2.6. CUSTOMER RELATIONSHIP MANAGEMENT MODULE

The following is the minimum of what needs to be in the Customer Relationship:

Feature/Functionality	Description
Registration of Customer issues	This is basically for handling all other customer issues that are directed towards the Authority. These comes in through various methods: email, walk-ins, website, etc.
Integration	Ability for customers to directly record their issues in the system through a secure customer login. The system should enable the customer to get a confirmatory email once an issue has been registered through the various channels.
Feedback forms/Questionnaires	Automate the feedback forms and integrate them through the website, the intranet, and other mobile portals.
Reports and analysis	Provide the standard reports as per CRM systems.
	Provide other ad-hoc reports as may be required by the users from time to time. It should also have a flexibility to customise additional reports as they may be needed.
Dashboard	Provide a dashboard that can be used to view the various aspects of CRM.