EXPRESSION OF INTEREST

IMPLEMENTATION OF AN INTEGRATED TALENT MANAGEMENT SYSTEM FOR AMREF HEALTH AFRICA

TENDER NO: AMREF/03/03/2020/003
EXPRESSION OF INTEREST
IMPLEMENTATION OF AN INTEGRATED TALENT MANAGEMENT SYSTEM

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Section 1: Invitation to Tender

1. Amref Health Africa invites sealed tenders from eligible service providers for the Expression of Interest in the implementation of an integrated talent management system.

2. A complete set of tender documents containing detailed information may be downloaded from the Amref Health Africa website: https://amref.org/tenders/ upon payment of non-refundable fee of Kshs 2,000. The payment should be made through either of the following Bank accounts: Kenya Commercial Bank, Kipande House Branch, and Account No: 1111429243 OR National Bank of Kenya, Wilson Branch, Account No: 01020058235400. Candidates will then submit original bank counterfoils together with their tender document as proof of purchase.

3. Further information as pertains to this tender may be obtained during working hours ((Monday -Thursday 8am to 5pm and on Friday 8am to 2pm) using the following address: Group Chief Finance Officer, Amref Health Africa, Kenya office, located along Langata Road, Nairobi, Tel: +254 20 6994000; Email address: tender.queries@amref.org

4. Completed Tender Documents in a plain sealed envelope marked with the tender number and title as shown below:

AMREF/03/03/2020/003/ INTEGRATED TALENT MANAGEMENT SYSTEM”

Should be deposited at the Amref Health Africa - KCO Big Tender Box clearly marked “AMREF/03/03/2020/003/Integrated Talent Management System” at Amref Health Africa in Kenya Main Reception not later than 17th March 2020 at 12noon. Late bids will not be accepted and will be returned unopened.

5. Tenders will be opened immediately thereafter, i.e. on 17th March 2020 at 12noon in the presence of the tenderers representatives who may choose to attend the opening at the Amref Health Africa in Kenya Large lecture room.

6. Electronic bidding will not be permitted

7. Bid document to be serialized/paginated on all pages.
2.1 Eligible tenderers

2.1.1 This Invitation to tender is open to all tenderers eligible as described in the instructions to tenderers. Successful tenderers shall provide the services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the tender documents.

2.1.2 The procuring entity’s employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender.

2.1.3 Tenderers shall provide the qualification information statement that the tenderer (including all members, of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring entity to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services under this Invitation for tenders.

2.1.4 Tenderers involved in corrupt or fraudulent practices or debarred from any procurement body shall not be eligible.

2.2 Cost of tendering

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

2.2.2 The price to be charged for the tender document shall not exceed Kshs. 2,000/=.

2.2.3 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase by downloading in the website provided above.

2.3 Contents of tender documents

2.3.1 The tender document comprises of the documents listed below:

Instructions to tenderers
   i. General Conditions of Contract
   ii. Special Conditions of Contract
   iii. Schedule of Requirements
   iv. Details of service

2.3.2 The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.
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2.4 Clarification of Documents
2.4.1 A prospective candidate making inquiries of the tender document may notify the Procuring entity in writing via the email address indicated in the Invitation for tenders. The Procuring entity will respond in writing to any request for clarification of the tender documents, which it receives no later than three (3) days prior to the deadline for the submission of tenders, prescribed by the procuring entity.
2.4.2 The procuring entity shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

2.5 Amendment of Documents
2.5.1 At any time prior to the deadline for submission of tenders, the Procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.
2.5.2 All prospective tenderers who have obtained the tender documents will be notified of the amendment by post or email and such amendment will be binding on them.
2.5.3 In order allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Procuring entity, at its discretion, may extend the deadline for the submission of tenders.

2.6 Language of Tender
2.6.1 The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchanged by the tenderer and the Procuring entity, shall be written in English language. Any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

2.7 Validity of Tenders
2.7.1 Tenders shall remain valid for 90 days or as specified in the Invitation to tender after the date of tender opening prescribed by the Procuring entity. A tender valid for a shorter period shall be rejected by the Procuring entity as non-responsive.
2.7.2 In exceptional circumstances, the Procuring entity may solicit the Tenderer’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A tenderer granting the request will not be required nor permitted to modify its tender after submission.
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2.8 Format and Signing of Tender
2.8.1 The Procuring entity shall prepare one copy of the tender, clearly marking with the tender title and number “AMREF/03/03/2020/003/Integrated Talent Management System,” as appropriate.

2.8.2 The tender document shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the tender. All pages of the tender, except for un-amended printed literature, shall be initialed by the person or persons signing the tender and must be serially paginated.

2.8.3 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

2.9 Deadline for Submission of Tenders
2.9.1 Tenders must be received by the Procuring entity at the address specified under no 3 – Invitation to tender not later than (17th March 2020 at 12noon).

2.9.2 The Procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.5, in which case all rights and obligations of the Procuring entity and candidates previously subject to the deadline will therefore be subject to the deadline as extended.

2.10 Modification and Withdrawal of Tenders
2.10.1 The tenderer may modify or withdraw its tender after the tender’s submission, provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by the Procuring Entity prior to the deadline prescribed for submission of tenders.

2.10.2 The Tenderer’s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched to the tenderer. A withdrawal notice may also be sent by email but followed by a signed confirmation copy, postmarked no later than the deadline for submission of tenders.

2.10.3 No tender may be modified after the deadline for submission of tenders.

2.10.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form.

2.10.5 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
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2.11 Opening of Tenders
2.11.1 The Procuring entity will open all tenders in the presence of tenderers’ representatives who choose to attend, on (17th March 2020 at 12 noon) and in the location specified in the Invitation to Tender.
2.11.2 The tenderers’ representatives who are present shall sign a register evidencing their attendance.
2.11.3 The Procuring entity will prepare minutes of the tender opening

2.12 Clarification of Tenders
2.12.1 To assist in the examination, evaluation and comparison of tenders the Procuring entity may, at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted.
2.12.2 Any effort by the tenderer to influence the Procuring entity in the Procuring entity’s tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers’ tender.

2.13 Preliminary Examination
2.13.1 The Procuring entity will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.
2.13.2 The Procuring entity may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or effect the relative ranking of any tenderer.
2.13.3 The Procuring entity will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one, which conforms to all the terms and conditions of the tender documents without material deviations. The Procuring entity’s determination of a tender’s responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.
2.13.4 If tender is not substantially responsive, it will be rejected by the Procuring entity and may not subsequently be made responsive by the tenderer by correction of the non-conformity.
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2.14 Evaluation and Comparison of Tenders
2.14.1 The Procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.13
2.14.2 The tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future Amref Health Africa procurement.

2.15 Contacting the Procuring entity
2.15.1 Subject to paragraph 2.12 no tenderer shall contact the Procuring entity on any matter related to its tender, from the time of the tender opening to the time the contract is awarded.
2.15.2 Any effort by a tenderer to influence the Procuring entity in its decisions on tender, evaluation, tender comparison, or contract award may result in the rejection of the Tenderer’s tender.

Section 3: Conditions to Tender

3.1 Definitions
3.1.1 In this Contract, the following terms shall be interpreted as indicated: -
   a) The Procuring entity” means the organization purchasing the service/good.
   b) The Tenderer’ means the individual or firm supplying the Goods/service under this Contract

3.2 Application
3.2.1 These General Conditions shall apply in all Contracts made by the Procuring entity for the implementation of an integrated talent management system.

3.3 Standards
3.3.1 The services /good supplied under this Contract shall conform to the standards mentioned in the Technical Specifications

3.4 Use of Contract Documents and Information
3.4.1 The tenderer shall not, without the Procuring entity’s prior written consent, disclose the Contract, or any provision therefore, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring entity in connection therewith, to any person other than a person employed by the tenderer in the performance of the Contract.
3.4.2 The tenderer shall not, without the Procuring entity’s prior written consent, make use of any document or information enumerated in paragraph 3.4.1 above
3.4.3 Any document, other than the Contract itself, enumerated in paragraph 3.4.1 shall remain the property of the Procuring entity and shall be returned (all copies) to the Procuring entity on completion of the Tenderer’s performance under the Contract if so required by the Procuring entity
3.5 Patent Rights
3.5.1 The tenderer shall indemnify the Procuring entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Procuring entity’s country.

3.6 Project Timelines
3.6.1 The successful bidder shall be expected to undertake the project within the time agreed in the contract.

4.1 Standard Information Technology Service Management dictates that a service level agreement for every service offered be provided for by the service provider and managed by the client. Tenderers must indicate the expected SLA agreements and the annual costs including any subscription costs.

4.1.1 There shall be service level agreements with support escalation matrices for the service providers, case resolution times and credits for the client in cases of total outages of the systems over a specified period of time.

Section 5: Evaluation Criteria

Interested bidders are requested to respond to the following details:

1. The proposed software
2. Estimated cost of acquisition including the licensing model
3. Draft implementation plan/timeframe
4. Post-implementation Support structure

In addition, eligible bidders should provide:
1. Copy of the companies/organisation certificate of incorporation
2. Copy of a valid Tax compliance and PIN certificate
3. Brief history about the company/organisation
4. Certified audited accounts and documents for the past three years (2016, 2017 and 2018)
5. Must submit certified bank statements for the most recent 12 months (Feb 2019- Jan 2020)
6. Job references for similar assignments your company has undertaken for institutions within or outside Kenya within the last three years (attach appointment letters/contracts for the consultancies) with a multi-country setup.
7. Copies of relevant government registration licenses
8. Quality assurance certification, local or otherwise, will be an added advantage
9. Curriculum Vitae of the lead consultant if you are awarded the project
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**MANDATORY REQUIREMENTS**

<table>
<thead>
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<th>MAX SCORE</th>
<th>SCORE</th>
<th>COMMENT/REMARKS</th>
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<tr>
<td>1.</td>
<td>Copy of the companies/ organization certificate of incorporation</td>
<td>1 OR 0</td>
<td></td>
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<tr>
<td>2.</td>
<td>Copy of current, valid Tax compliance and PIN certificate</td>
<td>1 OR 0</td>
<td></td>
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<tr>
<td>3.</td>
<td>Brief history about the company/ organisation</td>
<td>1 OR 0</td>
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<tr>
<td>4.</td>
<td>Duly Certified Audited accounts and documents for the past three years (2016, 2017 and 2018).</td>
<td>1 OR 0</td>
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<td>5.</td>
<td>Must submit certified bank statements for the most recent 12 months (Feb 2019 – Jan 2020)</td>
<td>1 OR 0</td>
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<tr>
<td>6.</td>
<td>Job references for similar assignments your company has undertaken for institutions within or outside Kenya within the last three years (attach LPOs, appointment letters/contracts for the consultancies) with a multi-country setup.</td>
<td>1 OR 0</td>
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<td>7.</td>
<td>Copies of relevant government registration license.</td>
<td>1 OR 0</td>
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<td>8.</td>
<td>Proof of payment of the tender document – original banking slip</td>
<td>1 OR 0</td>
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**TOTAL SCORE (RESPONSIVE OR NON-RESPONSIVE)** 8 MKS

Note: Bids missing any of the above mandatory requirements will be considered as non-responsive bid and therefore will be eliminated at this stage.

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**TECHNICAL REQUIREMENTS**

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<th></th>
<th>SCORE</th>
<th>COMMENT/REMARKS</th>
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<tbody>
<tr>
<td>1. <strong>The proposed software</strong></td>
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<td></td>
<td>Name of Software</td>
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<td></td>
<td>The software should integrate the following among other modules;</td>
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<tr>
<td>I.</td>
<td>Recruitment Module (1mk)</td>
<td></td>
</tr>
<tr>
<td>II.</td>
<td>On boarding Module (1mk)</td>
<td></td>
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<tr>
<td>III.</td>
<td>Performance Management Module (1mk)</td>
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<tr>
<td></td>
<td>a. Allow customization of performance review templates</td>
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<tr>
<td>IV.</td>
<td>Talent Management &amp; Succession Planning Module (1mk)</td>
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NB: Integration Properties of the Modules:
## TECHNICAL REQUIREMENTS

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- Each of the above Modules shall be embedded with Reporting and Analytics functionalities
- Seamless integration of employee data across the various modules
- Allows mobile application (Mobile talent management, visibility and connectivity)
- Vendor to provide information/guidance on best approach to optimize utilization of respective modules listed above (I – IV) and provide confirmation if optimal functionalities of the modules is dependent on other external platforms

V. The software should seamlessly integrate with Dynamics Navision, M S Office 365 currently implemented in different countries (1mk)

(max 5mks)

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2. The software should provide a secure web based portal for remote access remote users and partners and/or Sub-recipient(s) (5mks)

3. **What is the Licensing model:**
   1. Unlimited (3mks)
   2. Perpetual (2mks)
   3. Subscription (1mk)

(max 3mks)

4. Have they provided:
   1. Hardware requirements - Premise/Cloud? (1mk)
   2. Is Disaster recovery in consideration? (1mk)

(max 2mks)

5. **Draft implementation plan / timeframe**
   1. **Timeframe**
      a. Over 1 year (0mks)
      b. Less than 1 year (2mks)
   2. **Milestones**
      a. Business requirements (1mk)
      b. Customisation (1mk)
      c. Testing (1mk)
      d. Training (1mk)
## TECHNICAL REQUIREMENTS

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<td><strong>e. Data Conversion &amp; migration (1mk)</strong></td>
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**III. Post-implementation Support structure**
- Local (3mks)
- International/Remote (1mk)
(max 10mks)

**6. Technical competencies – Demonstrated working experience in the following modules**
- Recruitment (2mks)
- Onboarding (2mks)
- Performance Management (2mks)
- Talent Management and Succession Planning (2mks)
- Reporting and Analytical functionalities (2mks)
(max 10mks)

**7. Quality Assurance certification (1mk)**

**TOTAL SCORE /36**

**TO BE INDICATED BUT NOT RATED**

8. Estimated cost of acquisition including the licensing model and implementation

9. Estimated cost of customization, testing, training and data conversion/migration.

10. Post-implementation Support structure

**Note:** Bidders who score below 70% in the Technical requirement will be considered as non-response and therefore will be eliminated at this stage

**Section 6: Submission Guidelines**
Application forms and guidelines are available in the following website: [https://amref.org/tenders/](https://amref.org/tenders/)

Proposals should be enclosed in a plain envelop marked:

“AMREF/03/03/2020/003/TALENT MANAGEMENT SYSTEM”

and deposited in the tender box at Amref Health Africa, Kenya Country Office, next to the main reception so as to be received on or before **17th March 2020 at 12:00 Noon**. Electronic bidding will not be permitted. Application should **NOT** be submitted to any other contact except to the address...
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provided:

Group Chief Finance Officer,
Amref Health Africa in Kenya,
Wilson Airport, Lang’ata Road
P.O. BOX 30125 - 00100
Nairobi, Kenya.

In case of any questions, send an Email to: tender.queries@amref.org not later than 3 days after the date of this advertisement.

*Amref Health Africa reserves the right to accept or reject any or all bids and is not bound to give reasons for its decision*