TERMS OF REFERENCE

1. Background

The Procurement & Supply Directorate of the Ministry of Health is the department of the Ministry responsible for the efficient and effective management of all procurement and supply management activities.The directorate handles the procurement and supply of various goods and services as well as medical, non-medical consumables and the equipment needs of the Ministry. The Procurement & Supply Directorate currently uses Procurement Management System (PMS) Software to manage its tendering processes including generation of contracts for the Ministry. This current system is embattled with many shortfalls which has become a challenge for the Directorate especially with regards to auditing. As part of the efforts to address these challenges it has become necessary to engage a firm from a specialized area in Information Communication Technology to develop a robust System to address the various challenges identified with the old system.

The directorate is currently working on deploying a new Tender Management System (TMS).This system is to be developed to eliminate all the shortfalls of the existing system to enable the Procurement and Supply Directorate manage its tendering processes and contracts effectively.

2. Challenges of the Current System

The current Procurement Management Software in use has peculiar challenges which include:

- ❖ Inconsistent paging of contracts generated
- ❖ Difficulty in linking Suppliers with previous contracts awarded to them
- ❖ The system does not keep records of past signatories
- ❖ Each time an old contract which has been awarded is printed, the system is unable to show the date on which the contract was originally generated and printed. It rather indicate the current date on which the contract is printed
- ❖ The current system unable to provide a list of all suppliers that have ever supplied a particular product in the past
- ❖ Inability of the system to provide unit prices in the Procurement Register
- ❖ Repetition of supplier's name after each item in a given contract in the Procurement Register which gives an erroneous impression that one Supplier has been given several contracts at the same time
- ❖ The current system does not make provision for contract Amendment

The short falls stated above results in inaccurate reporting and also makes it difficult to retrieve the electronic copies of historical data.The aims of this activity is to engage a consulting firm to develop, install and maintain a well-functioning Tender Management System(TMS) and conduct user training to improve management of contracts and maintain accurate records in our tendering processes.

3. Purpose

The Ministry of Health intends to engage a firm to develop, install, maintain and conduct training of users of the new software that will address all the above challenges to better manage

all the tendering processes including Procurement Planning. The purpose for this software is to eliminate the limitations associated with the old PMS. The consulting firm will also be required to conduct training of selected personnel on the use of the software.

4. Requirements

The TMS is required to perform the following functionalities:
- Create a system that will be able to print Supplier list in a tabular form
- Consistency with page numbering
- Ability of users to link Suppliers with contracts apart from using tender number – users should be able to select a Supplier and access all the contracts ever awarded to the supplier (both recent and past)
- Provide a feature that makes it possible to show the original signatories of all the contracts awarded in the past.
- Dates of previous contracts are to reflect original contract dates and not the current computer date to avoid conflicting hard copy contract document and the softcopy dates in the system.
- Show previous Supplier/ Report on product, unit price paid for a period of time
- Indicate a unit price per item in the Procurement Register Report
- Cross Tab Query is required – The Supplier's name appearing once per a contract in the Procurement Register
- A Contract Amendment Form should be incorporated in the new TMS
- The system must have features for awarding of contracts as well as modification. It must also track all users of the software.
- Data Normalisation and Migration: Data from the existing access based system should be migrated to the new system and in the process scrubbed and normalised to reduce data redundancy and inaccuracies.
- Data must be easily exhaustive, accessible, and published in several different open formats
- The software must provide interactive and detailed information about submitted tender prices of firms participating in a given tender to keep track of tenders of individual particular organizations.
- Search capabilities available:
  - Various search criteria meeting the needs and interests of the users: ID, title, status, range of dates (e.g. the date of submission of the tender).
  - Minimum goal: full-text search across structured part of the machine-readable data.
  - Maximum goal: digitization and recognition of all attached documents, full-text search across recognized data.
- Scalability. The system must be designed to meet significantly large transactional load and ensure stable work for large number of contracts.

5. Project Scope

The activity scope for this assignment includes the development, installation, maintenance and user training of the Tender Management System (TMS).It also comprises the design,

development, and implementation of a computerized Tender Management System that will support the management of tendering activities at the Procurement and Supply Directorate of the Ministry of Health.The areas that the Tender Management System (TMS) should cover include all the requirements above.

6. Automated Information Security Support:

The developer shall provide operational and analytical security support for information assets. Such support includes the capability to:
- Provide support necessary to evaluate the integrity of operating systems and environments.
- Provide operational and analytical support of security system software.
- Ensure that users, both internal and external, are not unreasonably affected by the operations and administration of security system software.
- Provide independent operational and risk assessments of security administration and implementation.

7. Target Audience

The primary target audience for the developed system under this agreement is comprised of MoH Procurement and Supply Directorate staff, Finance and Audit directorates.

8. Place of Presentation

Presentation under this contract must be in the MoH Procurement and Supply Directorate and other selected directorates of the Ministry (such as finance and audit) to facilitate the required interface. The selected firm shall provide the user agency/department with a dedicated support staff, management tools, and facilities to be used to support TMS systems management. The developer shall provide support services intermittently from a fully equipped IT staff.

9. Training

The developer shall conduct various training activities to enable transfer of system knowledge to TMS users. The developer shall develop a training module which includes the level of effort required to provide training program development, project team training plus coordination of other implementation activities. To effectively deliver the required training the firm shall ensure the following key aspects are addressed prior to beginning of training:
- Develop system usage curriculum
- Identification of designated trainers in advance of training preparation
- Develop Instructor coaching for designated trainers to become future instructors
- Develop training delivery logistics guide and schedule
- Develop End User Training and Documentation Plan
- Availability of System Training materials
- Availability of Post-implementation support materials

10. Experience

Each firm shall submit written information which effectively demonstrates the firm's relevant experience identical to, similar to, or related to performing services contained within the TOR. The proposal shall provide evidence of the firm's experience in performing proposed processes and procedures.

The proposal shall demonstrate the relevant experience and years of experience of the firm and the proposed key Personnel(s) in the given field as well as documentary evidence of past experience.

11. Required Qualification of Key Personnel

This section describes the requirements for personnel to accomplish the work defined in the TOR. The following table below provides minimum required qualification for each of the key personnel required.

No.	Key Personnel	Minimum Qualification
1	Team Leader	Minimum Academic Qualification: Bachelor's Degree in Computer Science or other relevant discipline. Relevant professional qualification will be an advantage. Minimum/General Experience: Five years' experience, of which at least two years must be specialized. Specialized experience includes: project management from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms and demonstrated capability in managing multi-task contracts. General experience includes increasing responsibilities in information systems design and/or management. Functional Responsibility: Serves as the project manager for the Tender Management System project and shall work with the Government project manager. Under the guidance of the Government Project Manager ensures that the technical solutions and schedules in the task order are implemented in a timely manner.
2	Computer Analyst / Software Developer	Minimum Academic Qualification: Bachelor's Degree in Computer Science or other relevant discipline. Minimum General Experience: Three years' experience providing information technology solutions using the latest hardware, software,

No.	Key Personnel	Minimum Qualification
		database and peripheral equipment. Functional Responsibility: Provides top-level technical expertise helping user groups solve business problems with available hardware, software, database and peripheral equipment. Has a high level of diverse technical experience related to studying and analyzing system needs, systemdevelopment and system process analysis, design, and re-engineering.Has skills and experiencerelated to business management, systems engineering, operations research, and management.Typically has specialization in procurement/tendering software applications.
3	Functional Analyst	Minimum Academic Qualification: Bachelor's Degree in any relevant discipline. Minimum/General Experience: Threeyears' experience, of which at least two years must bespecialized. Specialized experience includes: developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently or under only generaldirection. Functional Responsibility: Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and theirinterrelationships. Identify resources required for each task.

12. Deliverables and Timelines

Deliverables and Timelines – a description of the anticipated completion timeframe and key project deliverables are indicated in the table below

Table 1

Activity Inception Date	Required Deliverable	Timelines
1st November, 2017	Development and Installation	14th November, 2017
15th November, 2017	Demonstration on how TMS works	15th November, 2017
15th November, 2017	Submission of First Report	23rd November, 2017

13. Payment Terms

Full payment after supply, installation, training, testing and acceptance of the TMS by the Purchaser.

The firm will be required to provide free after sales support for a year.