KENYA BUREAU OF STANDARDS

QUOTATION NO.KEBS/QUOTE/050/2018/2019

PROVISION OF PREVENTIVE MAINTENANCE AND SUPPORT FOR BIOMETRIC, PROXIMITY AND PIN BASED ACCESS CONTROL SYSTEM AND TIME AND ATTENDANCE RECORDING SYSTEM

Kenya Bureau of Standards
Head office
P. O. Box 54974 - 00200
NAIROBI

AUGUST 2018

You are invited to submit a quotation for provision of preventive maintenance and support for biometric, proximity and pin based access control system and time and attendance recording system.

1. This quotation should be deposited in the **quotation box** provided in the main reception on or before **10.00am on Wednesday 15th August 2018**
2. Your quotation should include all government taxes

KENYA BUREAU OF STANDARDS

1. QUOTATION PRICE

Kenya shillings (in words)..

In figures ....

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2.   VALIDITY PERIOD

The bid shall remain valid for a period of **90 (Ninety) days** from the date of submission.

TECHNICAL SPECIFICATION FOR PROVISION OF PREVENTIVE MAINTENANCE AND SUPPORT FOR BIOMETRIC, PROXIMITY AND PIN BASED ACCESS CONTROL SYSTEM AND TIME AND ATTENDANCE RECORDING SYSTEM

1.   PREVENTIVE MAINTENANCE AND SUPPORT FOR BIOMETRIC, PROXIMITY AND PIN BASED ACCESS CONTROL SYSTEM AND TIME AND ATTENDANCE RECORDING SYSTEM.

BACKGROUND

The Access/Time & Attendance Control Software was procured through an open tender in FY 2010 – 2011. KEBS needs a maintenance and support for the system.

The service level agreement covers maintenance and management of the access control and time & attendance infrastructure at Kenya Bureau of Standards (KEBS).

The Current Kenya Bureau of Standards Access Control and Time & Attendance System runs on windows server 2012 platform and SQL 2005 database and is managed by three (3) software solutions:

1.   **AcessTA** – proprietary software developed by Global Automated Solutions Ltd. that consists of:
   a) **Enrollment Module** – Enrolls fingerprints, Adds, edits and deletes user information, enabling and disabling users and administrators in different devices.
   It works with an integrated registration device.

b. **Reception Module** – used for enabling and disabling visitor cards on various devices within the KEBS infrastructure, visitor management & reporting and automatic door opening & management from the reception.

c. **Management module** – used for adding, editing, restarting, resetting and deleting devices.

d. Reporting **Module** – for extracting the reports in the system

2. **DownMan** – proprietary software developed by Global Automated Solutions Ltd. for downloading and synchronization of data to/from all devices and the server in the extensive KEBS network.

The software distinguishes between access control data and time & attendance data. It downloads logs from the devices into the database for proper reports retrieval.

ZKTime – software from the hardware vendor and is the basic solution used to manage scheduling, departmental management and basic reporting.

SCOPE OF WORK

KEBS seeks the services of an experienced service provider for preventive maintenance and support of the existing Biometric, PIN Based Access Control System and Time and Attendance System head office. The system will be hosted centrally at the Head office and will in future be extended to the regional branch offices with remote access via the WAN and web. KEBS current workforce is between 1100No. and 1500No. staff in all counties.

The existing hybrid hardware infrastructure is as stipulated in the table below:

N.O	Item Description	Qty
1	Biometric Terminals With RFID Card Reader	68
2	Power Backup System	68
3	Server For Access Control And Attendance Software	1
4	RFID Cards	900
5	System Override Keys	55
6	Enrolment Kit	2
7	24 Port Network Switch 10/100 Speeds	9
8	Networking infrastructure equipment	Lot
9	1 Door – 1 Reader Installation of Reader	Lot
10	Electric Door Locks Suitable For Double Leaf Doors	55
11	Automatic Door Closers/ Door Returns.	55
12	Access Control Server Software Time And Attendance Software	1

SITE SURVEY

The Bidders **MUST** visit the site for ascertaining the location of existing biometric device terminals, hardware and applications systems on **14th August 2018.**

TECHNICAL SPECIFICATIONS

The system must be capable of

a) Enrolling fingerprints using a windows compatible finger print device.
b) The design must be able to adapt to existing and future biometric
c) Identification methods to provide a secure registration, authentication and verification process
d) The system must be open to any changes in biometric technology
e) Designed to integrate improvements in biometric technology
f) The system must be scalable both physically and logically during its operational lifetime by allowing addition of components, as data grows and additional requirements,
g) The system should support automatic synchronization of data to the central server on a daily basis at specified intervals.
h) The system should support a centralized log of events at the central database
i) The system should be upgraded to match the current environment and emerging technology e.g. web based
j) The hardware should be compatible with the current environment
k) Maintenance should be scheduled and done monthly due to frequent use
l) Repairs done and replaced items surrendered to ICT for accountability
m) Work done should be accompanied Job cards and signed by both parties
n) Cost of parts for new/replacement to be quoted upfront and to be used for 3 years
o) KEBS HRIS Norming has an attendance module which can be used to integrate with the system
p) The System should have access control privileges per user. With these privileges to define which parts of the system a user can access.
q) The system architecture should have the following
   i. Must be designed based on a client/server model. The system must consist of server and client applications
   ii. Should be a multi-user and multitasking environment
   iii. The system must allow for the creation of security partitions.
r) The System should be able to generate daily, weekly, monthly per employee/department or any other specified time-span.
s) The system should have detailed audit trail

THE SERVICE PROVIDER'S OBLIGATIONS

a) **Software Support:** The service provider undertakes to provide to the site(s) on normal working days Monday to Friday from 8.00 am to 5.00 p.m. and shall provide software support to the customer within twenty-four hours following receipt of the customer's service request.

b) **Installation of biometric software on server/client:** The Service Provider undertakes to install the biometric software on the server/client and also train a designated person in IT on how to carry out the workstation installation.

c) **Designing, customizing of reports:** The Service Provider undertakes to design new reports and customize the system to meet KEBS requirements as need arise.

d) **Software Upgrades:** KEBS undertakes to source **software** upgrades or additional user licenses from developer The Service Provider undertakes to do upgrades, updates and fixes as indicated below:
   i) Critical bug fixes and major product releases
   ii) Incremental updates and features

e) **Training:** The Service Provider undertakes to train users on new features added to the system and this will complement the in-house training provided in the office.

f) **Integration and scalability**: Scalable and open system with option to integrate with KEBS HRIS & Payroll and other existing systems as need arise.

g) **Maintenance calls:** The provider undertakes to do monthly mandatory preventive maintenance visits of a total of twelve (12) visits in a year. Terms will include
   i. Staff card with RFID replacement
   ii. Maintenance should be scheduled and done monthly (12 times) due to frequent use of terminals
   iii. Work done should be accompanied Job cards and signed by both parties
   iv. Cost of parts for new/replacement to be quoted upfront and to be used for 3 years
   v. Integrate the system with the KEBS HRIS system.

COSTS

For purposes of costing, the following definition shall apply:

"Support services" shall mean installations of new module/updates/service packs on server and workstations, trouble shooting of the Biometric Management System and data conversion. The installation of biometric software on the server should a need arise.

"Customization" shall mean modification of Biometric Management System reports and transaction windows according to agreed customer user requirement.

"Designing" means creating new reports of Biometric Management System as per customers' requirements.
"User Training" means training of users on Biometric Management System
The service provider shall provide software support to the site(s) on normal working days Monday to Friday from 8.00 am to 5.00 p.m. the service provider shall provide software support to the customer within twenty-four hours following receipt of the customer's service request. The service provider upon request by the customer shall carry out training of users.

The costs schedule shall follow the format given below: -

Description of Service	Costing
Support services	**Per annum**
Support Outsider hours	**Per hour**
Customization of existing reports	Per report
Designing new reports	Per report
User Training	Per module per user
New Staff card with RFID	Per card
Replacement of Staff card with RFID	Per card

Evaluation and Qualification Criteria

The tenders will be evaluated in three stages as follows:-

A) STAGE ONE: MANDATORY REQUIREMENTS.

N/B: all the requirements above must be met to qualify for the 2nd stage of evaluation

Bidders Mandatory Requirements

Item No.	Requirements
1.	PIN/VAT Certificate
2.	Single business permit/Trade license
3.	Certificate of Registration and /or Incorporation.
4.	Valid Tax Compliance Certificate.
5.	Copy of Site Visit Certificate
6.	Evidence of Previous similar/relevant work done; **NB: Four (4) Verifiable Reference sites** where installation and support assignments. Provide Proof: Attach four Sign Off certificates/recommendation letters)
7.	The bidder must provide a copy of certification/authorization from the manufacturer as Partner to represent them in the country.
8.	The bidder should have three (3) technical support staff, who have experience in installing/configuring/training of Biometric Management System.
9.	Bidder must submit Draft Service Level Agreement for support and maintenance.
10.	Work plan/ Implementation Plan of executing the assignment- show all the activities, duration of the activities and the sequence

STAGE TWO: TECHNICAL EVALUATION

The following merit point method for weighted evaluation factors will be applied for comparison of bid offers and final selection.

1	The bidder must provide a copy of certification/authorization from the manufacturer as Partner to represent them in the country	20
2	Specify Names and CVs of technical support staff. At least 4 (four)	20
3	Experience in similar Biometric Management System installation and support assignments with four (4) corporate clients (Provide evidence of similar work done i.e. provide copies of Sign Off certificate/LSO/LPO/Contract documents): Attach the names, addresses and contact details of at the corporate clients. **(6 Marks for Each site/client)**	30
4	Bidder must submit Draft Service Level Agreement for support and maintenance.	10
5	Work plan/ Implementation Plan of executing the assignment- show all the activities, duration of the activities and the sequence	10
6	Copy of Site Visit Certificate	10
	TOTAL SCORE	100 Marks

C) STAGE THREE: FINANCIAL EVALUATION.

➤ In case of discrepancy between unit price and total, the unit price shall prevail.
➤ If there is a tie on the lowest quoted price between two firms, the firm with the highest technical Points will be recommended for award.

D) STAGE FOUR: DUE DILIGENCE

Due diligence will only be done to the successful bidder i.e. lowest responsive bidder and thereafter recommendation will be made for a further possible award. The Committee will set out the due diligence criteria to be used for the most responsive bidder to ascertain the accuracy of the information given in the documents, capacity and Capability of the tenderers and confirm whether the system quoted conform to the contract specification.

Signature of Bidder …………………………………………………………..

Name of Bidder (in CAPITALS) …………………………………………………

Address…………………………………………………………………………..

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Date …………………………………………………………………………..