

# **COUNTY GOVERNMENT OF WAJIR**



**DEPARTMENT OF REVENUE & RESOURCE MOBILIZATION**

**EXPRESSION OF INTEREST (EOI) FOR SUPPLY, DELIVERY,  
INSTALLATION, TESTING AND COMMISSIONING OF REVENUE  
MANAGEMENT SYSTEM**

**TENDER REF NO:**

**WCG/OT/EOI/01/2023-2024**

**CLIENT:**

**COUNTY GOVERNMENT OF WAJIR,**

**P.O. BOX 9 - 70200,**

**WAJIR**

**JUNE, 2023**

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# **NAME OF PROJECT: EXPRESSION OF INTEREST (EOI) FOR SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF REVENUE MANAGEMENT SYSTEM.**

## **TERMS OF REFERENCE**

County Government of Wajir (CGW) invites Expression of Interest (EOI) for Supply, Delivery, Installation, Testing and Commissioning of Revenue Management System.

### **1. Introduction**

County Government of Wajir covers an area of about 56,685.9 Km<sup>2</sup> with an estimated population of 800,000. The county comprises of six constituencies namely; Wajir East, Tarbaj, Wajir West, Eldas, Wajir North and Wajir South which are further divided into thirty wards.

Article 220 (2) of the Constitution of Kenya 2010 and Section 104 of the County Governments Act 2012 (revised 2015) requires the County Government of Wajir to plan for the county's operations and socio-economic development.

In recent years, there has been a noticeable decline in OSR within Wajir County. A technical team from the County undertook a bench marking visit to other counties that have improved the collection of OSR and the major learning from the visit was that enhanced revenue collection resulted from implementation of revenue automation systems.

Therefore, the County Government intends to implement a comprehensive Revenue Management System to optimize revenue collection from various sources. The system is expected to streamline processes, improve efficiency, enhance transparency, and enable effective management of revenue streams.

In order to initiate the procurement process, the County Government is seeking Expression of Interest (EOI) from potential vendors with expertise in the supply, delivery, installation, testing, and commissioning of a Revenue Management System.

## **2. Purpose of the project**

The County Government of Wajir as established by the Constitution of Kenya 2010 article 176 intends to undertake revenue automation project.

The overall goal of this project is to ensure that the County Government has established seamless revenue systems contributing to an increase in revenue generation as a result of enhanced collection and reduced leakages.

Therefore, the County Government of Wajir is seeking a highly competent firm to offer an efficient and effective revenue automation system. The selected firm will ensure seamless, end to end working of the system.

## **3. Justification for the project**

The revenue management system will help in the following ways:

- i. Optimize revenue collection
- ii. Enhanced financial transparency and accountability
- iii. Data-driven decision making
- iv. Improved customer service
- v. Increased compliance with regulatory requirements
- vi. Enhanced operational efficiency and productivity
- vii. Guaranteed timely and accurate reporting
- viii. Streamlined enforcement
- ix. Enhanced revenue forecasting and planning

## **4. Objectives**

The objectives of this EOI are as follows:

- a) Identify qualified vendors with proven experience in providing Revenue Management Systems.
- b) Assess the capabilities, solutions, and technologies offered by potential vendors.
- c) Collect relevant information about vendors' technical expertise, implementation methodologies, and post-implementation support services.

- d) Facilitate the selection of a vendor who can supply, deliver, install, test, and commission a Revenue Management System that meets the organization's requirements.
- e) Lay the foundation for a transparent and fair procurement process.

## **5. Scope of the project**

The scope of the project for the revenue management system will include but not limited to:

- i. Understanding the organization's requirements and providing a comprehensive overview of the proposed Revenue Management System.
- ii. Supplying all necessary hardware, software, and peripherals required for the system's implementation.
- iii. Provide guidance and support on any pre-implementation activities that CGW needs to undertake in readiness for the roll out of the solution
- iv. Design, develop, deploy, test and commission a convenient, reliable, secure and seamless end to end electronic revenue management system capable of taking on board all revenue streams charged within the WCG's jurisdiction, incorporating cashless payment methods (Mobile, Card, Banks etc.) with options for cash transactions in case of systems downtime.
- v. Mapping of county revenue sources/streams
- vi. Facilitate supervision, monitoring and enforcement of policy in revenue collection.
- vii. Carry out appropriate system integration with existing internal and external applications currently in use at the CGW, and perform data migration and clean-up of existing data
- viii. Developing Annual Maintenance Contract (AMC)
- ix. User and Technical training
- x. Complying with all applicable laws, regulations, and industry standards during the implementation process.

## **6. Key Requirements of the Service Provider/Vendor**

Vendors must demonstrate capacity to deliver the defined scope of work.

- i Must be a licensed Payment Service Provider by the Central Bank of Kenya for Payment Gateway Services.
- ii Must be ICT authority (ICTA) Accredited/Certified for provision of Systems and Applications.
- iii Must have a valid Communication Authority of Kenya (CAK) Application Service Provider (ASP) License.
- iv At least 7 Years' experience in automation of revenue collection in Kenya
- v Should have provided a similar service to at least 5 other Government entities over the last 5 years.
- vi Should have existing relationship with M-PESA, Airtel Money, T-Kash, Equitel, VISA, MasterCard & China Union.
- vii Should have existing relationship with at least 10 Banks in Kenya.
- viii Show existing relationship with at least 3 Mobile network operators (Safaricom, Airtel, Telkom)
- ix Payment Card Industry Data Security Standard Compliance (PCI-DSS-Compliance)
- x Must be registered under the Data Commission of Kenya
- xi Valid operating license with
- xii Tax compliant with Kenya Revenue Authority
- xiii Should have an operational 24/7 contact center
- xiv Audited accounts for the last 3 years
- xv Current Certified Vendor CR12

### **Mandatory Requirements;**

- Valid KRA Tax compliance certificate
- Central Bank of Kenya PSP License
- Communication Authority of Kenya (CA) Application Service provider license
- Office of the Data Commissioner registration certificate

- ICTA accreditation/registration Certificate for Applications and Systems
- Valid Business Operating License
- Audited accounts (3years)

## **7. Requirements**

- i. Legal and licensing requirements: Demonstrate eligibility by evidence of statutory requirements and licenses to operate revenue collection business e.g. Submit copies of Certificate of Registration/Incorporation, Current Tax Compliance Certificate from Kenya Revenue Authority (KRA), ICTA Registration Certificate, Data Commissioner Registration Certificate, Central Bank of Kenya Payment Services Provider License and recent CR12.
- ii. Provide a company profile detailing history, organization structure and products/services offered.
- iii. Candidates should demonstrate understanding and capability to undertake the project by providing a detailed description of their understanding of the assignment, how they propose to undertake the assignment and expected components of the assignment as per the scope above.
- iv. Submit a brief overview of projects of similar scope, methodology and implementation, either ongoing or successfully implemented with contact persons and references (letters of introduction, recommendations of good performance or guarantees) from the organizations they are being/were implemented. These should include necessary evidence i.e. copies of contracts, LPOs, completion certificates etc.
- v. Prospective candidates must have successfully implemented at least two similar projects in Kenya for a County Government.
- vi. Liquidity: The Bidder shall demonstrate that they have access to, or have available, liquid assets, lines of credit or other financial means sufficient to implement the project.
- vii. Demonstrated Financial Capacity: Proof of satisfactory financial capacity demonstrated through the average annual turnover, calculated as the total certified payments received for contracts completed or in progress within the last one year.

- viii. Submission of audited balance sheets or other financial statements acceptable to the County Government of Wajir reported within the last one year.
- ix. Demonstrate competence of technical staff: Provide CVs showing competence and skills of technical staff and project managers involved in implementation of similar systems who will be directly engaged in the project.
- x. ICT Solutions Providers should demonstrate partnership with a relevant research-based organization.

The attention of prospective bidders is drawn to the following;

- i. The fact that they will be required to certify in their EOI submissions that all software is either covered by a valid license or was produced by the Bidder and
- ii. Violations are considered fraud, which can result in consequences provided in the Public Procurement and Asset Disposal Act, 2015.

## **8. Timeframe**

The bidder is expected to develop a detailed work plan with clear activities and time frame in the Request for Proposal (RFP).

## **9. Submission Details**

Interested firms with relevant qualification and experience are invited to submit their expression of interest (EOI) for this project.

Shortlisted candidates will be selected on the basis of the expression of interest submitted and invited for Request for Proposals (RFP).

Detailed Terms of Reference (TOR) for the assignment is available on the County Website [www.wajir.go.ke](http://www.wajir.go.ke) for free but bidders are required to register with the Procurement Office at Wajir County Government Headquarters.



The EOI responses should be submitted in sealed envelope clearly marked with Tender Number: **“WCG/OT/EOI/01/2023-2024”** and Tender Name: **“EXPRESSION OF INTEREST (EOI) FOR SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF REVENUE MANAGEMENT SYSTEM”**. The documents should be deposited in the Tender Box at Wajir County Government Headquarters, and should be received in written form at the address below on or before 7th July 2023 at 10:00 am

The EOI applications will be opened immediately thereafter in the presence of bidders or their representatives who choose to attend at the **County Conference Room, Ground Floor at the Wajir County Government Headquarters.**

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Wajir County Government  
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Wajir**