



TAITA TAVETA COUNTY GOVERNMENT

P.O BOX 1066(80304) WUNDANYI

TENDER ADVERT

EXPRESSION OF INTEREST

SUPPLY, IMPLEMENT AND MAINTAIN AN ONLINE PAYMENT SYSTEM FOR THE COUNTY GOVERNMENT OF TAITA TAVETA.

BACKGROUND

Taita Taveta County Government has initiated an ICT platform to improve citizen service delivery and enhance revenue collection. This will be done through implementation and deployment of suitable ICT system at the county headquarters and all its sub-counties.

SYSTEM OBJECTIVES

The main objectives of the online revenue collection and payment system will be to:

- 1) Provide citizens with convenient and secure online payment options for the different services provided by Taita Taveta.
- 2) County Minimize cash handling at Taita Taveta County revenue collection points.
- 3) Provide County staff with the ability to monitor revenue collection from multiple sources on a real-time basis.

SCOPE OF WORK

The scope of work for the project will involve the implementation and maintenance of an online revenue collection and payments solutions.

THIS WILL INCLUDE:

1. Provide guidance and support on any pre-implementation activities that Taita Taveta county needs to undertake in readiness for the roll out of the system e.g. registration of market stalls, mapping and profiling of revenue sources.

2. Implementation of a revenue collection system meeting the unique requirements of the different Taita Taveta County revenue sources such as Parking, business permit, Cess payments, Rates and Hospital collection namely; card registration, medical prescriptions, scanning etc.
3. Integration of the system with the existing financial management systems at Taita Taveta County including LAIFOMS, IFMIS, GPAY and IPPD.
4. Training of Taita Taveta county staff on use and management of the revenue system.
5. Detailed Support and maintenance of the system.

KEY REQUIREMENTS OF THE SYSTEM

1. The system should be practical and easy to use for citizens and Taita Taveta County staff involved in collection, verification and enforcement based on the unique characteristics of each revenue streams.
2. Easy and fast to deploy.
3. Ability to support multiple revenues such as Parking, Markets, Rates, Billboards, Permits and others.
4. Ability to provide payment options across different providers including mobile money platforms, self-service, kiosks, banks and agents.
5. Ability to demonstrate a secure cash management process.
6. Provision of reports and dashboards for monitoring of revenue collected from each revenue source and for reconciliation purpose.
7. Easy to use for citizens and Taita Taveta County staff; accessibility via different platforms such as Web, USSD, Android, Windows, IOS and other platforms.
8. Ability to support electronic bill presentment for revenue streams with recurring bills such as single business permit, rents, rates and construction permits among others.
9. Ability to integrate with existing and future back office systems at Taita Taveta County.
10. The system should have high availability and redundancy.
11. Compliance with existing laws and regulations including CBK AND CAK regulations.
12. Compliance with international globally accepted standards for security.

THE VENDOR WILL ALSO BE EXPECTED TO SUPPORT AND MAINTAIN THE SYSTEM. THIS WILL INCLUDE:

1. Providing a help line which users of the system can call to report any problems.
2. Providing upgrades, troubleshooting and fixes to the system.
3. Provide 24/7/365 99.5% availability of the system.
4. A comprehensive draft Service Level Agreement (SLA) to be provided by the Expression of Interest.

TERMS OF REFERENCES FOR REVENUE COLLECTION SYSTEM.

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

1. The System should have ability to process transaction on real time basis.
1. The System should have ability to generate PDF, Excel, CSV reports.
2. Should have capabilities for real time SMS and e-mail notifications and reminders to payee and Taita Taveta County government.
3. Should demonstrate ability to accept transactions on Mobile, over the internet and over the counter.
4. Should have Central Bank of Kenya (National Payment Service) approval to offer the services.
5. Should have a valid CAK License as an ASP or CSP.
6. The bidder should demonstrate an ability to recruit / have an existing partnership with revenue collection agencies.
7. Should possess a minimum of 5 years' experience in online revenue collection that demonstrate capacity to offer the solution.
8. Should offer 24/7 Support.
9. Supplier should demonstrate ability to integrate to 3rd Party Systems (LAIFOMS) provide evidence.
10. The Service provider must demonstrate a revenue collection to a County Government or Organizations of similar size.
11. GIS mapping, Reporting and Dashboard Management.
12. Data Centre.
13. Data Migration.
14. Should work with different modes of payment-national and international.
15. Enforcement Modules.
16. Should be dynamic for future improvement.
17. Interoperability.
18. Web design & Web Portal.
19. Data Centre & Call Centre.
20. Valid Tax Compliance.
21. Certificate of Incorporation.

EOI submissions in plain sealed envelopes but without any mark of identity of the candidate whatsoever and clearly marked **“EXPRESSION OF INTEREST TO SUPPLY, IMPLEMENT AND MAINTAIN ONLINE PAYMENT SYSTEM FOR THE COUNTY GOVERNMENT OF TAITA TAVETA.**

” must be addressed to:

The County Chief Officer
Department of Finance and Planning.
County Government of Taita Taveta
P.O. Box1066 -80304
Wundanyi

All bids should be deposited at the tender box situated at County Government Headquarters, Wundanyi on or before **17th NOVEMBER 2017** at 10.00am. Documents received late after the closing date shall be rejected. All applications will be opened immediately thereafter and the applicants or their official representatives who wish to witness the opening exercise are invited.

Submissions that do not include any of the required information above and from consultants who have been **TERMINATED** or issued with **DEFAULT NOTICES** in a Government contract shall be automatically disqualified.

ONLY PRE-QUALIFIED FIRMS WILL BE INVITED TO PARTICIPATE IN THE NEXT STAGE.

The County Government reserves the right to reject or accept any expression of interest without giving reasons thereof.

HEAD OF SUPPLY CHAIN MANAGEMENT
TAITA TAVETA COUNTY GOVERNMENT