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EXPRESSION OF INTEREST (EOI) FOR

DESIGN, DEVELOPMENT, INSTALLATION, DEPLOYMENT, TESTING, COMMISSIONING AND MAINTENANCE OF AN INTEGRATED COUNTY REVENUE MANAGEMENT SYSTEM (ICRMS)

TENDER NO: CGOKTI/FRMA/EOI/2024-2025

CLIENT

MINISTRY OF FINANCE, REVENUE MANAGEMENT AND ACCOUNTING

P.O BOX 33-90200

KITUI

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1. EXECUTIVE SUMMARY

1.1 Background

The County Government of Kitui (CGoK) invites qualified and experienced vendors to submit proposals for design, development, installation, deployment, testing, commissioning and maintenance of an Integrated County Revenue Management System (ICRMS). This system is part of the county's strategic digital transformation initiative aimed at modernizing revenue collection processes, enhancing operational efficiency, and improving service delivery to citizens.

1.2 Project Overview

The ICRMS will serve as a comprehensive digital platform that automates and integrates all county revenue collection processes across multiple streams, departments, and service delivery points. The system will replace existing manual processes and legacy systems to create a unified, efficient, and transparent revenue management ecosystem.

1.3 Strategic Objectives

The implementation of ICRMS aligns with the following strategic objectives:

i. **Revenue Optimization**: Maximize collection efficiency across all revenue streams while minimizing leakage
ii. **Digital Transformation**: Modernize County operations through comprehensive automation
iii. **Citizen Experience Enhancement**: Provide seamless, accessible, and convenient payment channels
iv. **Transparency and Accountability**: Establish comprehensive audit trails and real-time reporting capabilities
v. **Data-Driven Decision Making**: Enable evidence-based policy formulation through advanced analytics
vi. **Operational Efficiency**: Streamline processes and reduce administrative overhead

1.4 System Objectives

i. The system must be tailored to meet the specific needs and context of Kitui County.
ii. To support the collection of revenue from all existing and multiple revenue streams within Kitui County, in compliance with the current Finance Act.
iii. Provision of a Unified Business Permit (UBP)
iv. To eliminate cash handling in revenue collection processes across Kitui County.
v. To seamlessly integrate with both internal and external financial management systems currently in use by the County Government of Kitui.
vi. To enable the addition of new revenue sources with minimal customization or system reconfiguration.
vii. To provide comprehensive audit trails for all system access and transaction activities.
viii. To support real-time and system-initiated synchronization of transactions.
ix. To ensure resilience and robust security for all transactions, protecting against various forms of cyber threats.
x. To generate real-time transaction reports hosted on a secure central server, accessible via both web and mobile platforms.
xi. To function reliably in both online and offline modes, ensuring continued operation during network disruptions.
xii. To generate all standard financial statements and reports in compliance with public sector accounting requirements and Commission on Revenue Allocation guidelines.
xiii. To map all county own revenue sources across Kitui County which can easily be integrated with the Kitui County GIS system.

xiv. To provide GPS-enabled devices with real-time tracking functionality and the capability to capture high-definition images.
xv. To provide a business intelligence tool with robust data analytics capabilities for informed decision-making and performance monitoring.

1.5 User Objectives

i. To facilitate real time supervision, monitoring and enforcement policy in revenue collection.
ii. To provide efficient, effective and secure self-service portal for public/customer access.
iii. To provide a help desk service that will be available 24/7 for any support, integration or inquiries
iv. To fully support cashless payment platforms.
v. The system should be user friendly and easy to use by customers.

1.6 Executive Objectives

i. To generate comprehensive reports with graphical representations that support comparative analysis, trend identification, and drill-down to granular data levels.
ii. To develop interactive dashboards for real-time monitoring and visualization of all revenue streams.
iii. To maintain detailed audit trails for all system access and transactional activities, ensuring accountability and traceability.

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2. PROJECT SCOPE AND REQUIREMENTS

SCOPE OF WORK

The scope of work will include but not limited to the following:

i. Design, develop, install, deploy, test, commission and maintain a convenient, reliable, secure and seamless end-to-end fully automated and Integrated County Revenue Management System (ICRMS).
ii. The Vendor Must Provide the following System deployment plans:
    i. Project Implementation plan
    ii. Implementation Methodology
    iii. Project Change Management plan
    iv. Software Customization plan
    v. Data conversion plan
    vi. Implementation testing plan/Quality Assurance plan.
    vii. Pre and Post –Implementation Support plan.
iii. Integration
    i. To integrate with both internal and external applications currently in use at the County Government of Kitui.
    ii. To integrate with 3rd System platforms i.e. NTSA, IPRS, BRS, E-Citizen etc.
iv. Automation - The works will involve automating the collection of all revenue streams as per the current Finance Act with provision to add new identified ones. This will be done by;
    i. Providing a customized and interactive web portal/site with secure web interface preferably running on SLL/TLS Certificates. The application should be optimized for web and mobile platforms.

ii. To provide a hosting option with real-time data mirroring and grant the County super-admin access credentials for full system oversight.
iii. Provide digital handheld/Smart/POS devices with secure data upload mechanism to the backend system with capability to accept credit/debit cards.
iv. Provide a reliable, scalable and easy to use inbuilt application with minor patches/updates which can possibly interrupt the revenue collection process. The application should be easily configurable and managed.

v. Payment Platforms – The proposed system should be able to incorporate but not limited to the following;
   i. USSD – Unstructured Supplementary Service Data
   ii. Mobile Payment Platforms
   iii. Magnetic Stripped Cards – Debit or Credit Cards.
   iv. RTGS
   v. Digital Wallet Payments
   vi. QR Code based payment
   vii. Mobile Money Agents.
   viii. Web based
   ix. NFC / MST (Near Field Communication / Magnetic Secure Transmission Cards)
   x. Cash deposits at the bank.

vi. Security – The system should put in place active and enhanced security measures in the following areas;
   i. Access Control – Two factor authentication and IP address restriction for all users. This includes web (Front & Backend) and hardware access.
   ii. Web Interface – Up to date SSL/TLS certificates
   iii. Periodic security patches to curb unauthorized access, infiltration and malware attacks.

vii. Reports & Inquiries – Able to produce customized and real time reports based on a criterion. Optimized loading time, able to produce in different formats i.e., PDF, MS Excel, MS Word, CSV etc.
   i. Role based report production
   ii. Interactive channels for clients inquiries, settlements and clearance.

viii. Availability - Be online/offline and accessible in all revenue collection centers within the county, 99.5% uptime. Easy to use for citizens and CGoKTI staff and accessibility via different platforms such as Web, WAP, USSD, Android, Windows and other platforms

ix. Training – The service provider will conduct thorough training of all system users upon testing and deployment. Conduct periodic training for CGoKTI staff on the use and maintenance of the system. Provision of training manuals/reference materials

x. Support –Provide 24/7/365 99.5% availability of the solution. A comprehensive Service Level Agreement (SLA). Providing a help line which users of the system can call to report any problems. Providing upgrades, troubleshooting and fixes to the solution.

xi. Regulations - Compliance with existing laws and regulations including CBK and CA regulations. The system should also comply with globally accepted standards for data protection, privacy and system security.

SYSTEM REQUIREMENTS OVERVIEW

The proposed Integrated County Revenue Management System (ICRMS) should satisfy the below requirements;

i. Ability to process transactions on real time basis.
ii. Ability to generate Unified Business Permit (UBP)
iii. Ability to support multiple revenue streams such as Parking, Markets rates, Rent collection, Billboards, Permits, Hospital collection and other revenue streams.
iv. Comparative analysis and drill down of reports to granular levels.

v. Ability to embed Business Intelligence Tool (BIT) in the system.
vi. A fully automated and real-time synchronization of transaction data.
vii. The solutions should be practical and easy to use for citizens and County staff involved in collection, verification and enforcement based on the unique characteristics of each revenue streams.
viii. Support for Email and SMS notifications, including bulk SMS, for customer notifications and follow up.
ix. Integration to 3rd party systems e.g., NTSA, IPRS, BRS, E-Citizen etc.
x. Ability to verify transactions and payments using unique identifies, including barcodes readers /scanners.
xi. Realtime monitoring and control of revenue devices and users including geo-fencing of devices such as POS machines.
xii. POS Device management capability that allows for automatic push of updates and real time monitoring. The system should also enable viewing of device logs, control of device status and viewing of device geolocation details.
xiii. Provide for maker/checker in the management of users; creation, assignment of roles and deactivation of users.
xiv. Should have a feature for Impounding that supports E-Clamping and accumulation of impounded amount.
xv. Provide for waivers and penalties management with maker checker approval functionality as per the county operations manual.
xvi. Capability for automatic billing for recurring bills such as rent, monthly sticker, penalties.
xvii. Provision for reserved parking payments and periodic payments where applicable.
xviii. Ability to set and track revenue targets.
xix. Provide mechanism of measuring performance of all revenue actor; collectors, enforcement officers, supervisors etc.
xx. Provide multiple payment options across different providers including mobile money platforms, banks, and agents etc.
xxi. Support appropriate system integration with existing and future back-office systems at county.
xxii. Provision of reports and dashboards for real time monitoring of revenue collected from each revenue source and for reconciliation purposes.
xxiii. Easy and quick to deploy and use for customers and C CGoKTI staff.
xxiv. Be accessible via different platforms such as Web, USSD, Android, Windows, iOS and other platforms.
xxv. The system should have high availability and redundancy.
xxvi. Compliance with international globally accepted standards for data protection, privacy and system security.
xxvii. Be able to capture/transfer already existing information from current systems being used at CGoKTI e.g. LAIFOMS, IPPD, eCHIS, LAIFOMS, ZIZI, IFMIS, HMIS, GIS, LIMS, AfyaKE
xxviii. Secure and have different roles and rights assignment
xxix. The solutions should have GIS integration capabilities.
xxx. Provision for enforcement via GIS map for all structured revenue sources.
xxxi. Direct integration with the CGoKTI Bankers/Payment Gateway for real time verification of payment with ability to search using unique payment feature.
xxxii. Facilitate instant bank and mobile money reconciliations.
xxxiii. Strengthen internal controls and risk management monitoring.
xxxiv. Work in both offline and online modes of payments to address network disruptions.
xxxv. Provide hosting services for both production and back-up environments if the county will not implement backup hosting on its own data centre.
xxxvi. Ability to build client database with unique identifiers per revenue stream.

DELIVERABLES

1. Supply, Delivery, Design, Development, Installation, Deployment, Testing, Training, Commissioning and Maintenance of an Integrated County Revenue Management System (ICRMS).

2. Integration to other existing county systems relevant to revenue but not limited to: LAIFOMS, ZIZI, IFMIS, HMIS, GIS, LIMS, AfyaKE etc
3. Integration to 3rd Party System platforms e.g., NTSA, IPRS, BRS, E-Citizen etc.
4. A detailed survey report of the county revenue sources/streams
5. A detailed process flow/ workflow of all the approved county revenue streams
6. Mapping of structured revenue streams/ sources.
7. Hierarchical Revenue reporting dashboard; for monitoring of revenue collected from each revenue source in real time basis.
8. A fully automated backup facility to ensure data integrity, business continuity and disaster recovery.
9. Standard secure APIs for future integration with other systems.
10. Data migration and clean-up of existing relevant data for revenue.
11. Training of county staff on use, support and management of the system.
12. Annual Maintenance Contract (AMC) agreement and Service Level Agreement (SLA) that support 24/7 system availability and support.

2.1 Functional Scope

The ICRMS shall encompass the following core functional areas but not limited to:

FOR DETAILED SYSTEM TECHNICAL AND FUNCTIONAL REQUIREMENTS, SEE APPENDIX 1 WHICH MUST BE FILLED AND ATTACHED IN THE PROPOSAL SUBMISSION

2.1.1 Revenue Stream Management

- Property rates and land revenue
- Business permits and licenses
- Parking and vehicle management fees
- Advertising, branding, and signage fees
- Health facility charges
- Market stalls and kiosk rentals
- County housing rent collection
- Public service charges
- Development application fees
- Any other county revenue streams as defined in the County Finance Act

2.1.2 Customer Management

- Unified customer registration and profiling
- Multi-account linkage capabilities
- Customer communication management
- Self-service portal access
- Query and complaint handling

2.1.3 Billing and Payment Processing

- Automated bill generation across all revenue streams
- Multi-channel payment processing
- Partial payment handling and allocation
- Recurring payment scheduling
- Receipt generation and verification
- Real-time transaction processing

2.1.4 Integration and Interoperability

- Seamless integration with existing county systems (LAIFOMS, ZIZI, IFMIS, HMIS, GIS, LIMS, AfyaKE)
- Third-party payment gateway integration
- Mobile money platform connectivity
- Banking system integration
- Government system interoperability

2.2 Technical Requirements

2.2.1 System Architecture

- **Architecture Type**: Modular, service-oriented architecture (SOA) or microservices
- **Deployment Model**: Cloud hosting by the vendor
- **Scalability**: Horizontal and vertical scaling capabilities
- **Performance**: Support for high-volume concurrent transactions
- **Availability**: Minimum 99.9% uptime with automatic failover

2.2.2 Security Requirements

- **Encryption**: End-to-end encryption using SSL/TLS and AES-256 standards
- **Authentication**: Multi-factor authentication (MFA) implementation
- **Access Control**: Role-based access control (RBAC) with granular permissions
- **Compliance**: Full adherence to Data Protection Act and national government requirements
- **Monitoring**: 24/7 security monitoring with intrusion detection
- **Audit**: Comprehensive audit logging for all system activities

2.2.3 Platform Requirements

- **Web Application**: Cross-browser compatibility (Chrome, Firefox, Safari, Edge)
- **Mobile Applications**: Native iOS and Android applications
- **USSD Integration**: Unstructured Supplementary Service Data support
- **SMS Integration**: Two-way SMS communication capabilities
- **API Framework**: RESTful APIs supporting JSON and XML formats

2.2.4 Data Management

- **Database**: Enterprise-grade database management system
- **Backup**: Automated daily backups with point-in-time recovery; secure backup copies provided to the County
- **Disaster Recovery**: Geo-redundant backup with defined RTO/RPO
- **Data Migration**: Comprehensive migration from existing systems
- **GIS Integration**: Geographic Information System data capture and management

2.3 Detailed Technical Specifications

Requirement Category	Specification	Mandatory/Optional
System Performance		
Concurrent Users	Minimum 1,000 simultaneous users	Mandatory
Response Time	Maximum 3 seconds for standard transactions	Mandatory
Transaction Volume	Minimum 10,000 transactions per hour	Mandatory
Database Capacity	Minimum 5TB initial capacity with expansion capability	Mandatory

Security Features		
Encryption Standards	SSL/TLS 1.3, AES-256	Mandatory
Authentication	Multi-factor authentication support	Mandatory
Access Control	Role-based with minimum 50 user roles	Mandatory
Session Management	Automatic timeout and session encryption	Mandatory
Integration Capabilities		
Payment Gateways	Minimum 5 payment service providers	Mandatory
Mobile Money	All major Kenyan mobile money platforms	Mandatory
Banking Integration	Direct bank account posting	Mandatory
Government Systems	IFMIS, G2G portal connectivity	Mandatory
Reporting and Analytics		
Real-time Dashboards	Executive, departmental, and operational dashboards	Mandatory
Report Generation	PDF, Excel, CSV export capabilities	Mandatory
Data Analytics	Predictive analytics and trend analysis	Mandatory
Business Intelligence	Advanced BI tools integration	Mandatory

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3. SYSTEM MODULES AND FUNCTIONALITY

3.1 Core System Modules

3.1.1 Customer Relationship Management (CRM)

- **Customer Registration**: Comprehensive customer onboarding with KYC verification
- **Profile Management**: Unified customer profiles with multiple account linkage
- **Communication Management**: Multi-channel customer communication (SMS, Email, Push notifications)
- **Query Management**: Integrated complaint and query resolution system
- **Self-Service Portal**: Customer portal for account management and service requests

3.1.2 Revenue Stream Management

A. Permits and Licenses Module

- Multi-level approval workflow configuration
- Provisional and final permit issuance
- Automated renewal notifications
- Category-based reporting and analytics
- Integration with regulatory compliance systems
- Digital certificate generation

B. Property and Land Management Module

- Property registration and valuation
- Land rate calculation and billing
- Transfer processing and documentation
- Subdivision and amalgamation management
- Caveat management
- Property categorization and reporting

C. Parking and Vehicle Management Module

- Vehicle registration (individual and fleet)
- SACCO management and reporting
- Multiple payment period support (daily, monthly, annual)
- Reserved parking management
- Real-time parking space monitoring
- Revenue analysis by location and vehicle type

D. Advertising and Branding Module

- Billboard and signage registration
- GIS location mapping
- Size-based billing calculation
- Category management and reporting
- Compliance monitoring
- Digital permit display

E. Health Services Module

- Hospital billing integration
- Service categorization
- Insurance integration
- Payment reconciliation
- Revenue tracking by facility
- Patient billing management

F. Property Rental Module

- Stall and kiosk management
- Tenancy transfer processing
- Rental payment tracking
- Occupancy monitoring
- Maintenance request management
- Revenue optimization analytics

3.1.3 Payment Processing Engine

- **Multi-Channel Support**: Web, mobile, USSD, SMS, agent networks
- **Payment Methods**: Mobile money, bank transfers, credit/debit cards, cash
- **Transaction Processing**: Real-time payment validation and confirmation
- **Receipt Generation**: Digital receipts with verification capabilities
- **Reconciliation**: Automated payment reconciliation across all channels
- **Error Handling**: Comprehensive error management and retry mechanisms

3.1.4 Reporting and Analytics Suite

- **Executive Dashboards**: High-level KPI monitoring and trend analysis
- **Operational Reports**: Detailed transaction and performance reports
- **Financial Analytics**: Revenue analysis, forecasting, and budget tracking
- **Compliance Reports**: Regulatory and audit compliance reporting
- **Custom Reports**: User-defined report generation capabilities
- **Data Visualization**: Interactive charts, graphs, and geographic mapping

3.1.5 System Administration

- **User Management**: Comprehensive user lifecycle management
- **Role Configuration**: Flexible role definition and permission assignment
- **System Configuration**: Parameter configuration and business rule management
- **Audit Management**: Complete audit trail monitoring and reporting
- **Performance Monitoring**: Real-time system performance analytics
- **Backup Management**: Automated backup scheduling and monitoring

3.2 Integration Requirements

3.2.1 Internal System Integration

- **LAIFOMS**: Land Administration and Information Management System
- **ZIZI**: County financial management system
- **IFMIS**: Integrated Financial Management Information System
- **HMIS**: Health Management Information System
- **GIS**: Geographic Information System
- **LIMS**: Land Information Management System

3.2.2 External Integration

- **Payment Gateways**: Multiple PSP integration for card payments
- **Mobile Money Platforms**: M-Pesa, Airtel Money, T-Kash, Equitel
- **Banking Systems**: Direct bank integration for account posting
- **Government Portals**: e-Citizen and other government service platforms
- **Third-Party Services**: SMS gateways, email services, notification systems

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4. IMPLEMENTATION REQUIREMENTS

4.1 Project Phases

Phase 1: Project Initiation and Planning (Weeks 1-4)

- Project team establishment and stakeholder engagement
- Detailed requirements analysis and system design
- Infrastructure assessment and preparation
- Project risk assessment and mitigation planning
- Detailed project schedule development

Phase 2: System Development and Configuration (Weeks 5-20)

- Core system development and customization
- Database design and implementation
- Integration development and testing
- Security implementation and testing
- User interface development and optimization

Phase 3: Data Migration and Integration (Weeks 21-24)

- Legacy data analysis and cleaning
- Data migration strategy execution
- System integration testing
- Performance optimization and tuning
- Security testing and validation

Phase 4: Testing and Quality Assurance (Weeks 25-28)

- Unit and integration testing
- User acceptance testing coordination
- Performance and load testing
- Security and penetration testing
- Documentation review and finalization

Phase 5: Training and Deployment (Weeks 29-32)

- User training program delivery
- System deployment and go-live
- Post-implementation support
- Performance monitoring and optimization
- Project closure and handover

4.2 Training Requirements

Training on the use of the system shall be designed to meet the following requirements:

4.2.1 The overall objective of the training is to enable effective and efficient use of the system and pass over ownership to the County Government of Kitui (CGoKTI).

4.2.2 The technical user manual, User guides, Web based training materials, Quick Start Manuals and Job aids must be prepared by the Vendor and approved by CGoKTI Team in line with the set timeframes.

4.2.3 The Vendor to develop different training methods which satisfies the various Subsets of training requirements for the targeted groups.

4.2.4 The training shall cover the following categories: Management-level training, Functional user training, and Technical training.

4.2.5 The methodology for training will be a mix of Instructor Led/Train the Trainer (TOT) sessions and practical sessions with strong emphasis on tracking various transactions from various revenue streams using various payment modes from initiation to reporting.

4.2.6 The training process must be continuous on a need basis throughout the contract period to take care of future upgrades and customizations of the revenue system.

4.2.7 The Training Deliverables should comprise presentations and documents outlining operational processes and procedures as below:

i. Comprehensive training materials and manuals
ii. Video tutorials and e-learning modules
iii. Train-the-trainer programs
iv. Ongoing support and refresher training

4.2.8 The Vendor must develop a means to evaluate the evidence of training.

4.2.9 There are six target groups categorized as follows:
- 4.2.9.1 Training for technical team No. 30
- 4.2.9.2 Training for super users (System Administrators and Revenue Administrators) No. 10
- 4.2.9.3 Training for supervisors' No.30
- 4.2.9.4 Training for collectors No.300
- 4.2.9.5 Training for enforcement team No.100
- 4.2.9.6 Training for decision makers No.60

4.2.10 All costs arising from training as listed shall be facilitated by the Vendor:
- 4.2.10.1 Venue costs including stationary, meals and any other attendant venue costs.
- 4.2.10.2 Cost of reproducing approved training materials.
- 4.2.10.3 Reimbursable costs incurred by the trainees as may be applicable
- 4.2.10.4 All costs that are incidental to and consequential upon provision of the training.

4.3 Go-Live and Support Requirements

4.3.1 Deployment Strategy

- Phased rollout approach with pilot departments
- Parallel running period with legacy systems
- Gradual migration of all revenue streams
- Comprehensive monitoring during transition

4.3.2 Post-Implementation Support

- **Immediate Support**: 24/7 support for first 30 days
- **Stabilization Period**: 12 hours daily support for 90 days
- **Ongoing Support**: Business hours support with defined SLAs
- **Maintenance Windows**: Scheduled maintenance with minimal disruption

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5. SERVICE LEVEL AGREEMENTS (SLA)

5.1 System Performance SLAs

Metric	Target	Measurement
System Availability	99.9%	Monthly uptime calculation
Response Time	< 3 seconds	95th percentile of all transactions
Transaction Success Rate	99.5%	Successful vs. total transactions
Data Backup Success	100%	Daily backup completion rate
Security Incident Response	< 1 hour	Time to initial response

5.2 Support SLAs

Priority Level	Response Time	Resolution Time	Description
Critical (P1)	15 minutes	2 hours	System down, critical functionality unavailable, System down, critical functionality unavailable, revenue collection halted
High (P2)	30 minutes	4 hours	Major functionality impaired, significant revenue impact
Medium (P3)	2 hours	8 hours	Minor functionality issues, limited revenue impact
Low (P4)	4 hours	24 hours	General queries and enhancements

5.3 Maintenance and Updates

5.3.1 Scheduled Maintenance

- **Monthly Maintenance**: Maximum 4-hour window during off-peak hours
- **Quarterly Updates**: Security patches and minor enhancements
- **Annual Upgrades**: Major system updates and feature additions
- **Emergency Maintenance**: As required with 2-hour advance notice

5.3.2 Change Management

- Formal change request process
- Impact assessment for all changes
- Testing requirements for updates
- Rollback procedures for failed changes

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6. PROPOSAL REQUIREMENTS

6.1 Mandatory Requirements

All proposals must include the following mandatory elements:

6.1.1 Company Documentation

- Certificate of incorporation/registration
- Valid single business permit
- Tax compliance certificate
- VAT/PIN certificate
- Audited financial statements (last 2 years)
- Professional indemnity insurance certificate

6.1.2 Technical Documentation

- Detailed system architecture documentation
- Complete functional specifications
- Integration methodology and approach
- Security framework and implementation plan
- Data migration strategy and methodology
- Disaster recovery and business continuity plan

6.1.3 Project Documentation

- Comprehensive project implementation plan
- Resource allocation and team structure
- Risk management and mitigation strategies
- Quality assurance methodology
- Training and knowledge transfer plan
- Post-implementation support framework

6.2 Technical Proposal Requirements

6.2.1 System Design Documentation

- **Architecture Diagrams**: High-level and detailed system architecture
- **Database Design**: Entity relationship diagrams and data models
- **Integration Architecture**: System integration patterns and protocols
- **Security Architecture**: Comprehensive security framework design
- **User Interface Mockups**: Sample screens and user experience design

6.2.2 Implementation Methodology

- **Project Management Approach**: Methodology and framework (e.g., Agile, Waterfall)
- **Development Standards**: Coding standards and best practices
- **Quality Assurance Process**: Testing strategies and validation approaches
- **Change Management**: Process for handling requirement changes
- **Risk Management**: Risk assessment and mitigation strategies

6.2.3 Team Composition and Experience

- **Project Manager**: Minimum 5 years experience in similar projects
- **Technical Lead**: Minimum 7 years experience in enterprise system development
- **Database Administrator**: Certified in proposed database technology
- **Security Specialist**: Relevant security certifications and experience
- **Business Analyst**: Experience in government/public sector projects

6.3 Reference Projects

6.3.1 Required References

Provide detailed information for minimum 3 similar projects implemented in the last 5 years:

- **Client Organization**: Government or large enterprise clients
- **Project Scope**: Revenue management or financial systems
- **Implementation Timeline**: Actual vs. planned timelines
- **Budget Performance**: Cost management and adherence
- **Post-Implementation Performance**: System uptime and user satisfaction
- **Contact Information**: Client references with contact details

6.3.2 Case Studies

Include detailed case studies demonstrating:

- Complex system integration capabilities
- Large-scale data migration experience
- Multi-channel payment processing implementation
- Government compliance and security requirements
- Performance optimization and scalability achievements

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7. EVALUATION CRITERIA

The Evaluation will be carried out through Three (3) Stages as follows:

Stage 1: Preliminary Mandatory Requirements

Stage 2: Technical and Functional Requirements Criteria

Stage 3: Bidder Demos & Presentation

STAGE	MATRIX	CRITERIA
Stage 1	Preliminary Mandatory Requirements	Fully compliant
Stage 2	Technical and Functional Requirements Criteria	Total Score of 100%. The Bidder must attain a minimum of 75% to proceed to the next Stage
Stage 3	Bidder Demos & Presentation	Total Score of 100%. The Bidder must attain a minimum of 75% to proceed to the next Stage

7.1 Preliminary Evaluation (Mandatory Requirements)

The mandatory preliminary requirements will be on a yes/no basis, and the Procuring Entity will start by examining all tenders to ensure they meet in all respects the eligibility criteria and other mandatory requirements in the ITT, and that the tender is complete in all aspects in meeting the requirements provided for in the preliminary evaluation criteria outlined below.

The Standard Tender Evaluation Report Document for Goods and Works for evaluating Tenders provides very clear guide on how to deal with review of these requirements. Tenders that do not pass the Preliminary Examination/Requirements will be considered nonresponsive and will not be considered further.

S/No.	Mandatory Requirement	Yes/No
1.	Certified copy of Registration/Incorporation Certificate	
2.	Certified Copy of Certificate of Confirmation of directors and shareholding (CR12) Issued within the last six months	
3.	Detailed Company Profile	
4.	Valid KRA Pin Certificate	
5.	Valid KRA Tax Compliance Certificate	
6.	Current Trade License/Business Permit	

7.	Current Data Commissioner Registration Certificate and Data Protection / Privacy License	
8.	Evidence of credit worthiness	
9.	Certified ICTA Registration Certificate	
10.	Certified Central Bank of Kenya Payment Services Provider License	
11.	Document must be tape bound paginated and serialized	
12.	MUST have an end-to-end Health approval permit workflow	
13.	Duly Filled, Signed and Stamped Self-Declaration Form That the Tenderer Is Not Debarred	
14.	Dully Filled, Signed and Stamped Self Declaration Form That the Tenderer Will Not Engage in Any Corrupt or Fraudulent Practice	
15.	Power Of Attorney/Authorization Letter, Giving the Name of Person Who Should Be Signing the Bid, Authorizing Him to Submit/Execute This Agreement as A Binding Document	
16.	Must have an Original Manufacturer's Authorization Form (MAF) from the OEM of the proposed solution. (Applies where the tenderer is not the original manufacturer)	
17.	Must submit written warranty of software to be supplied	
18.	Document must be bound paginated and serialized	
19.	Responsive/Not Responsive	

Bidders who meet all the mandatory preliminary requirements above will proceed to the next stage of Evaluation on compliance with the Technical Requirements.

7.2 Technical and Functional Requirements Evaluation Criteria

No	Technical Compliance	Marks	Remarks
1	Past Performance (Provide company/organization, contracts/award letters, LPO's, Project details, completion certificates/reference letters)	**5**	
	Number of Revenue Management Systems the vendor has implemented in the market 3 systems and above: award **(2 marks)** Others prorated at: Number of years x 10/3		*Attach Evidence*
	Years in Experience that the vendor has deployed Revenue Management Systems 3 Years and above: **(1 marks)** Others prorated at: Number of years x 10/3		*Attach Evidence*
	Number of active Counties/Government entities where solution has been implemented (Above 2 counties) 2 or more Counties: **(2 Marks)** Others prorated at: Number of clients x 10/2		*Attach reference Letters/Recommendation and evidence*
2	Proposed methodology & Work plan in responding to the Terms of Reference	**40**	*Attach Detailed Plan*
	A detailed description of the approach you will use for implementing the proposed system. Clearly demonstrate how your proposed		

	solution shall meet the desired outcomes as detailed in the TOR document. The description should contain the following key components: *a) Proposed work plan in line with the proposed methodology outlining the key activities, outputs, and their duration (16 marks)* *b) System acquisition and installation* *• Software delivery (10 marks)* *c) Proposed training/UAT plan (5 marks)* *d) Pilot/Go-live (2 marks)* *c) Proposed test plan (3 marks)* *d) Data Migration plan (2 marks)* *e) Proposed service level agreement or support plan (2marks)*		
3	Proposed Team Structure	**5**	*Attach Structure*
	a) Team organization structure for delivering assignment. (2.5 marks) *b) Post Go-Live support structure. (2.5 marks)*		
4	Proof of cadastral GIS mapping and integration into Revenue System	**10**	*Attach Evidence*
5	Provide payment channels that support users with feature phones and smartphones including WhatsApp as a payment Channel	**10**	*Attach Evidence*
6	Qualifications and Competence of the key Staff for the assignment Bidder must provide copies of certifications and CVs for the proposed human resources and the CV must clearly demonstrate required experience	**20**	*Attach Curriculum Vitaes*
	Project Manager/ Team Leader - (one) *• Bachelor's degree in computer science, Engineering, Business Administration, IT or related. Should have a minimum of 8 years' experience in IT systems and Project Management.* *• Professional experience in developing and implementing and 28 managing scalable systems with competencies in integrated systems and information security management and IT in general. Give a minimum of two project.* *• PRINCE2 Practitioner/PMI or other equivalent project management certification* *• Proposed system SOLUTION certification (3marks)*		
	Functional Consultant/Trainer - (two) (2 marks) *• B. Sc in computer science/IT or relevant field* *• (3+ Years) experience in systems implementation and training.* *• Certification in the proposed system*		
	Software Engineer/Developer - (one) *• B.Sc/ in Computer Science, Engineering or related degree* *• Certification in programming languages C, C++,C#,VB.Net,ASP Net* *• (3 Years) experience and knowledge of Developer tools C, C++,C#,VB.Net ASP Net (2 marks)*		
	Database Developer/Administrator - (one)		

	• BSc or Diploma in computer science/IT or relevant field *• Certification in database administration* *• (3 Years) experience in system development/ or in relevant field. Give reference of three similar projects (3marks)*		
	System integration expert - (one) *• BSc or Diploma in computer science/IT or integration expert relevant field* *• Have relevant certifications in system development.* *• (3 Years) experience in system development and integration/ or in relevant field. Give reference of three similar projects (3 marks)*		
	Web-based System Developer - (one) *• Software development certification* *• UX Design certification* *• (3 Years) experience in online/web-based system development or in relevant field. (3marks)*		
	Infrastructure Engineer - (one) *• B.SC/ in Computer Science, Engineering or related degree* *• Certification in Hardware systems* *• Certification in Cloud backup solutions* *• (3 Years) experience in implementation and support of relevant field. (2 marks)*		
	Security Expert - (one) *• B.SC/ in Computer Science, Engineering, or related degree* *• Have CISA or relevant certifications in systems security.* *• 4+ years of experience in ICT security field and should have experiences in ICT systems security and design, development, implementation of security solutions. Provide at least 1 recommendation letter from previous employer/projects touching on infrastructure and network security. (2 marks)*		
7	Certified Copies of Audited Financial Accounts for Immediate past 3 Years. (2020,2021 and 2022) Certified by Licensed Auditor (Indicate Auditor No)	**4**	
8	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.	**3**	
9	The Firm must demonstrate partnership with relevant CBK registered Financial Institutions with presence of branches in Kitui County and existing agency network across all the Sub counties.	**3**	
TOTAL		**100**	

The Bidders who obtain a score of Seventy Five Percent (75%) and above in the Technical and functional requirements criteria to Deliver will proceed to the next stage (Demonstration and Presentation)

STAGE 3: DEMONSTRATION AND PRESENTATION

The bidders complying with all the above Stages 1 and 2 will be invited to make a presentation and demo of their

proposed system. The exercise will involve a demonstration of the bidder's information submitted in compliance with the Technical Requirements (Compliance with Technical Specifications) as per the detailed technical specifications in this document to confirm the bidder's ability and capability to provide the services. The score during the demo shall be awarded using the following criteria:

NO	TECHNICAL ITEM	ASSIGNED WEIGHT (%)	VENDORS SCORE
1	Management oversight dashboard and Executive dashboard (web and mobile capability)	**5**	
2	Defined proper policies, processes and structures for enhanced revenue collection	**7**	
3	The solutions should be practical and easy to use for citizens and County staff involved in collection, verification and enforcement based on the unique characteristics of each revenue streams.	**4**	
4	A fully automated, Online and Real time Transactions with real-time synchronization of transaction data.	**5**	
5	Administration and Support for multiple revenue streams	**15**	
6	Provision of cashless payment channels (epayments options)	**4**	
7	Enforcement Application features	**5**	
8	Provision of e-parking	**2**	
9	Ability to generate template based certificates and permits automatically on the portal	**2**	
10	Interface/integration with CGoKTI existing systems and ability to export/import data to/from other systems	**5**	
11	Integration to 3rd Party System platforms e.g., Afya KE, NTSA, IPRS, BRS, E-Citizen	**5**	
12	Real Time settlement and automatic reconciliation of bank and mobile money transaction	**1**	
13	Real-time monitoring, controlling and management of POS devices and users. The system should enable viewing of device logs, control of device status and viewing of device geolocation.	**3**	
14	Chart of Accounts and cost centers	**2**	
15	Controls and Audit trails	**2**	
16	Ability to verify transactions and payments using secure unique identifies, including barcodes readers /scanners.	**2**	
17	Performance monitoring revenue collectors, inspectors, enforcers performance and collection by management at headquarters	**2**	
18	IT System security, cyber risk management and backup. Provide hosting services for both production	**3**	

	and back-up environments if the county will not implement hosting on its own data center.		
19	Cloud platform hosting	**2**	
20	Thermal printer integration	**1**	
21	Be accessible via different platforms such as Web, USSD, Android, Windows, iOS, and other platforms	**3**	
22	SaaS and annual maintenance	**2**	
23	Support for Email and SMS notifications, including bulk SMS, for customer notifications and follow up	**1**	
24	GIS Data Integration capability and Provision for enforcement via GIS map for all structured revenue sources	**5**	
25	Capability for automatic billing for recurring bills such as rent, monthly sticker, penalties.	**2**	
26	Big data processing	**2**	
27	Ability to build client database with unique identifiers per revenue stream	**2**	
28	Work in both offline and online modes of payments to address network problems	**2**	
29	Online chat platform	**2**	
30	Ability to embed Business Intelligence Tool (BIT) in the system.	**2**	
	TOTAL	**100**	

Bidders who obtain a weighted score of seventy (75%) and above in the Demos and Presentations will be invited to submit their Proposals (RFP).

8. Intellectual Property Rights

8.1.1 Software Licensing

- **Custom Development**: County owns all custom-developed components
- **Third-Party Software**: Appropriate licensing arrangements
- **Source Code**: Escrow arrangements for business continuity
- **Documentation**: Complete ownership of all project documentation

8.1.2 Data Ownership

- County retains complete ownership of all data
- Vendor access limited to maintenance and support activities
- Data portability guaranteed at contract termination
- Compliance with data protection regulations

8.2 Warranty and Liability

8.2.1 System Warranty

- **Warranty Period**: 24 months from final acceptance
- **Coverage**: All defects, bugs, and performance issues
- **Response Time**: As per defined SLA requirements
- **Remedy**: Fix, replace, or refund at vendor's expense

8.2.2 Liability and Insurance

- **Professional Indemnity**: Minimum KES 100 million coverage
- **Limitation of Liability**: Maximum of total contract value
- **Data Breach Liability**: Comprehensive coverage for security incidents
- **Business Interruption**: Coverage for system downtime impacts

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9. SUBMISSION REQUIREMENTS

9.1 Proposal Format and Structure

9.1.1 Technical Proposal

1. **Executive Summary** (Maximum 5 pages)
2. **Company Profile and Experience** (Maximum 10 pages)
3. **Understanding of Requirements** (Maximum 8 pages)
4. **Proposed Solution** (Maximum 25 pages)
5. **Implementation Methodology** (Maximum 15 pages)
6. **Project Team and Organization** (Maximum 10 pages)
7. **Reference Projects and Case Studies** (Maximum 12 pages)
8. **Appendices**: Supporting documentation and certifications

9.2 Submission Guidelines

9.2.1 Physical Submission

- **Technical Proposal**: 2 hard copies + 1 USB drive
- **Outer Envelope**: Marked with EOI reference number and submission deadline

9.2.2 Electronic Submission

- **File Formats**: PDF for documents, native formats for calculations
- **File Naming**: Standard naming convention with company name and proposal type
- **Virus Scanning**: All electronic media must be virus-free
- **Backup Submission**: Electronic copies serve as backup to physical submission

9.3 Submission Deadline and Location

9.3.1 Deadline

- **Date**: 25th June,2025

- **Time**: 12.00 Noon
- **Time Zone**: East Africa Time (EAT)
- **Late Submissions**: Will not be accepted under any circumstances

9.3.2 Submission Address

THE CHIEF OFFICER
FINANCE, REVENUE MANAGEMENT AND ACCOUNTING
COUNTY GOVERNMENT OF KITUI
P.O. BOX 33-90200
KITUI

GROUND FLOOR, ANNEX ADMINISTRATION BLOCK SAVANNI ROAD OPPOSITE KITUI CENTRAL, CDF OFFICES

RE: ICRMS EOI - Reference No. CGOKTI/FRMA/EOI/2024-2025

9.3.3 Clarifications and Queries

- **Query Deadline**: 5 days before proposal submission deadline
- **Response Timeline**: Queries will be responded to within 2 working days
- **Communication Channel**: All queries via email to designated contact
- **Public Responses**: Clarifications will be shared with all vendors

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10. CONTACT INFORMATION

Director, Supply Chain Management Services
County Government of Kitui
P.O. Box 33
Kitui, Kenya

Email: procurement@kitui.go.ke
Office Hours: Monday to Friday, 8:00 AM to 5:00 PM EAT

END OF REQUEST FOR EOI DOCUMENT

This Expression of Interest is issued by the County Government of Kitui and represents the official requirements for the Integrated County Revenue Management System (ICRMS) procurement. All vendors are advised to read this document carefully and comply with all requirements for their proposals to be considered.

Date: 12th June 2025

Chief Officer-Finance, Economic Planning & Accounting.

APPENDIX 1

SYSTEM TECHNICAL AND FUNCTIONAL REQUIREMENTS

This section sets the minimum list of principal requirements for the Integrated County Revenue Management System (ICRMS). The vendor is not limited to add functionalities which may make the system better basing on experience and prevailing technology.

For each requirement, bidders are required to indicate whether their solution meets the requirement in the column titled (C/NC) using the following notation:

C – Compliant

NC – Non-Compliant

In the remarks column bidders should provide clear and concise explanation of their solution's conformance to the requirement. Bidders can also refer to additional supporting information provided elsewhere in their proposal documents. Bidders should refrain from providing false information. Information provided will be verified during the proof-of-concept solution demonstrations to ensure that the features required are functional and ready for deployment.

NO	TENDER REQUIREMENT	PRACTICAL DEMONSTRATION	C/NC	REMARKS
1	Demonstrate the GIS capabilities of the Integrated County Revenue Management System	*Ability to capture signage description and plot location description*		
		Capture geolocation of signage, plot, businesses, markets etc.		
		Assign and restrict Staff and devices to administrative units		
		Assign Revenue Assets to Administrative Units		
2	Demonstrate real time direct deposit capability (Presentment)	*Automatic synchronization to county systems and auto reconciliation without any request from client to submit the same to the county office*		
3	Capability of real time transactions with batch processing	*Back office and online dashboard Integrated*		
4	Demonstrate abilities of the proposed system	*User registration module and access rights management*		
		Business registration & single license, permits.		
		Property owner and property registration management		
		House tenant registration and rent reconciliation		
		Classification of revenue streams and charges as per the approved finance act.		
5	Demonstrate support for multiple payment channels (Electronic payments such as mobile money transfer, debit/credit card, payments and electronic money transfer (RTGS/EFT) in addition to	*Mobile money options: Multiple mobile operators Support USSD, Android App, iOS App, Windows App*		
		e-wallet		
		Currency support i.e., multiple		

	the more traditional options of cheques, and direct deposit	*denominations*		
		Auto reconciliation		
		Payment card support		
		Support agency banking and kiosks		
6	Support for Multiple Revenue sources	*Parking, Markets, Rates, Rent, Billboards, Permits etc.*		
7	Demonstrate compliance with CRA revenue collection guidelines	*i. Integration with existing systems e.g., IFMIS* *ii. Demonstrate how the system will comply with the government single chart of account.* *iii. Audit Trail* *iv. Surveillance and enforcement by use of QR codes, barcodes, mobile app, Unique Transaction reference, etc* *v. Reports integrated in the system and flexible.* *vi. Business Intelligence including revenue and forecasting and variance analysis etc*		
MANDATORY FUNCTIONAL REQUIREMENTS				
CITIZEN SELF SERVICE PORTAL				
1	*Application should have Smart County Portal which should be in the form of mobile app and web app. Any citizen should be able to register and download relevant app from the country portal.*			
2	*Application should have an integrated Citizen facing self-service portal (where citizens can access government service on self-service basis through the Web/ App) that should be deployable on the Public network and should be available to citizens 24/7/365-day basis.*			
3	*Citizen Portal Application must be multilingual (available in English and Kiswahili languages) and the citizen's language preference must be persisted within the system.*			
COLLECTORS/ENFORCERS MOBILE APPLICATION				
1	*County Revenue Management Users should be able assign officers to collect taxes from selected areas or properties.*			
2	*County Officers should be able to issue/ demand notices and/or collect payment by issuing receipt from the mobile connected printer.*			
3	*County Officer should be able to update personal/ownership information and geographical information of properties.*			
WORKFLOWS				
1	*All system operations (processes) should be able to process through configurable and guided workflow processes.*			
2	*These workflows need to be customizable while system is up and running. (Dynamic design /Hot Deployment)*			
3	*These workflows should capture time taken for each task and those should be linked with KPIs of County Officers in order to monitor their performance.*			
	Workflow Navigation Functionality			
4	*Filter items by progress on the workflow.*			

	● *Items at a particular point, (i.e. activated tasks carrying the same status)* ● *Outstanding/late items* ● *Items assigned to a specific person/role/group*		
5	*Link functions to workflow tasks and activities. Where possible, automatically complete the linked function.*		
6	*Status flag of Work Item to be automatically (without user intervention) updated on completion of activated tasks.*		
STANDARD, DYNAMIXC AND CONFIGURABLE VIEWS			
1	*Views of summary of work for unit/domain/zone/organization should be available*		
2	*It should be possible to filter the list and sort it by any of the displayed columns of the Views*		
3	*The view should drill-down its own functionality to get to a detailed transaction level.*		
4	*Views should have flexibility like Facilities to customize the view by adding and rearranging columns.*		
5	*The ability to save changes to the view and to create personal views as per the user's desire.*		
6	*Changes to common views should be an administrative function restricted to authorized administrators only.*		
TRADE LICENSE			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have GIS integration capability for mapping of County revenue streams/sources.*		
2	*The system should have the ability to generate Unified Business Permit (UBP)*		
3	*The system should have the ability to calculate fees based on county-defined metrics for the billable services configured and applicable for permits and licenses for the business entity defined*		
4	*The system should integrate citizen / business records, business license, related taxes, permits and business property into a single system with a consistent look and feel.*		
5	*The system should have an approval workflow for licenses, Permits and Certificates,*		
6	*The system should be able to issue interim and the final licenses or permits*		
7	*The system should be able to report levies paid per revenue streams, zones, description, code sub codes, categories and physical location.*		
8	*The system should be able to report the number of licenses/permits issued per business entity*		
9	*The system should be able to report on the number of valid and expired permits/licenses and penalties*		
10	*The system should be able to notify county staff and citizens when licenses/permits are due in advance.*		
11	*The system should have the ability to set up an unlimited number of business license accounts for each entity and an unlimited number of business (license) types for each license account established for a*		

	business. Example: A hotel chain has multiple locations, and there is a distinct business license associated with each location. Each hotel may also have multiple business (license) types associated with such, restaurants (retail), valet services (personal service), gift shops (retail with food), etc. The system must provide for the creation and association of all of these accounts, and they must be associated by a unique identifier.		
12	*The system should have the ability to associate a citizen account with multiple business accounts e.g., person x runs a shopping mall, owns a garage, and has a bar in various parts of the county.*		
13	*The system should have the ability to add, close, suspend, revoke, reactivate and modify all business license accounts. These should go through a maker/checker approval process.*		
14	*The system should have seamless integration with revenue collection for purposes of recognizing and updating account status for settled payments or outstanding billings.*		
15	*The system should have the ability to capture account status for each license based on the configurable status types e.g., Approved, suspended, revoked, expired etc.*		
16	*The system should have the ability to link to, import and display information from the property record including but not limited to current assessed value; square footage; and ownership history.*		
17	*The system should have the ability to classify licenses by type.*		
18	*The system should have the ability to allow for a checklist of application requirements based on business type or category, which must be satisfied as part of the application and licensing process (e.g., customer may be required to provide health permits, zoning approvals etc.).*		
19	*The system should have the ability to allow the checklist to be updated as needed by county staff having appropriate security/permissions.*		
20	*The system should have the ability to allow the county's citizens to apply/renew and pay for business licenses via self-service portal, and in doing so, provides security measures to protect customer's data and ensure data confidentiality.*		
21	*The system should have the ability to generate bills, invoices, demand notes and receipts*		
22	*The system should have the ability to generate a bill on an ad hoc basis.*		
23	*The system should have the ability to charge late payment penalty based on configurable penalty rules.*		
24	*The system should have the ability to easily generate as a set any applicable forms that should be mailed to a business (e.g., Businesses that have applied a business license).*		
25	*The system should have the ability to identify accounts with any inconsistencies, reporting discrepancies, variances and produce a candidate case for audit.*		
26	*The system should have the ability to plot geographic locations for all business license accounts utilizing Geographic Information System (GIS) functionality.*		

27	*Produce a list of registered businesses*		
28	*Generate a penalty report for various license categories configured in the system*		
29	*Produce a list of inactive businesses*		
30	*The system should be able to process ad hoc applications for burial permit applying the prerequisite checklist rules in the process. The submission of request should have options where it can be submitted online via a web portal or manually processed by an authorized county officer.*		
31	*The system should be able to refresh the ad-hoc request upon payment confirmation from the collections module and allow the permit to be generated and sent to the requester via various channels e.g., email or downloaded from the citizen portal by the registered customer or collected from the county office nearest to the customer.*		
32	*The system should incorporate an exemption module for PWDs with a clearance certificate and approvals from relevant authorities.*		
33	*The system should have ability to search license using a unique identifier, email, telephone, ID, business registration number etc.*		
PARKING MANAGEMENT			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should provide subsequent rules within the main rules for certain services like parking. For example, in setting up the facility called public parking and the associated fees, there should be penalties where parking fees are not paid, each classified within the facility such as clamping charges, impounding charges, obstruction charges, storage charges and towing charges as per the Finance Act.*		
2	*The system should provide a mechanism to book in a car that has been clamped and towed.*		
3	*The system should provide a mechanism that once the clamping, parking, impounding charges, storage charges and towing charges have been settled, an alert is sent to the officer asking for unclamping and releasing the car from the yard and updating the clamping book in the system accordingly.*		
4	*The system should be able to register both individual vehicles, businesses and Saccos*		
5	*The system should be able to link individual PSV vehicle and owner to Saccos*		
6	*The system should be able to receive daily, monthly and yearly parking payments*		
7	*The system should be able to receive payments for reserved parking*		
8	*The system should be able to notify the client when parking fees are paid.*		
9	*The system should be able to notify county staff and clients when reserved parking is due.*		
10	*The system should be able to report the number of vehicles in a Sacco*		

11	*The system should be able to report the revenue per Sacco*		
12	*The system should be able to report the number of vehicles parked periodically.*		
13	*The system should be able to report the number of vehicles parked per revenue administration area.*		
14	*The system should be able to generate Vehicle Stickers at pay-point or from a client self-service Portal.*		
15	*The system should be able to suspend vehicle account for vehicles which have been reported grounded. This should go through a maker/checker approval process.*		
16	*The system should have provision for updating vehicle ownership and payment (including waivers and exemptions) details.*		
17	*The system should provide a statement on payments per vehicle with payment dates*		
OUTDOOR ADVERTISING			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should be able to record the size of branding, billboards, and signage*		
2	*The system should be able to record the GIS location of branding, billboards and signage*		
3	*The system should be able to record the payment period of branding, billboards and signage*		
4	*The system should be able to link different branding, signages and billboards to an individual organization that owns them*		
5	*The system should be able to provide for categorization of billboards, branding and signages*		
6	*The system should be able to report the revenue per branding, signages and billboards categories*		
7	*The system should be able to report the number of branding, signages and billboards per revenue administration center.*		
8	*The system should be able to capture the charges for branding, signage and billboards as per the Finance Act.*		
9	*The system should be able to generate interim and final invoices with ability to send email and SMS notification*		
10	*The system should be able to generate penalties on branding, signages and billboards as per the Finance Act.*		
11	*The system should be able to provide a report of branding, billboards and signages with ability to filter based on duration, validity/ expiry, zones, sub-county etc.*		
12	*The system should support mobile advertisement such as flyers/ posters, banners, roadshows and activations.*		
13	*The system should be able to charge promotions based on geographical coverage and duration.*		
PROPERTIES AND LAND RATES			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have the ability to assess and reassess land and*		

	improvements using configurable assessment methods to determine revenue due (Land Assessment)		
2	*The system should have the ability to store data for land values related to residential, commercial, industrial, multi-dwelling and agricultural land (Land Information)*		
3	*The system should have the ability to capture characteristics of land use based on pre-defined parameters for that land, that can be extended upon consideration by the county (Land Information)*		
4	*The system should have inbuilt GIS for location mapping (Land Information Sharing)*		
5	*The system should have the ability to link scanned documents to specific property records. (Land Information)*		
6	*The system should have the ability to export an image file directly for document storage. (Land Information)*		
7	*The system should have the ability to share applications/image files with other system users. (Land Information Sharing)*		
8	*The system should have the ability to associate electronic files with a system record, including but not limited to PDF, MS Word, MS Excel etc. (Land Information)*		
9	*The system should have the ability to maintain and search property ownership history for all parcels. This search should be linked to the defined citizen / entity account categorized accordingly. (Property Ownership)*		
10	The system should have the ability to record sufficient property address information to include such items as location, street, etc. that is linked to the GIS system for geo location. (Property Ownership)		
11	*The system should be able to register new properties (the system should have the ability to add a new parcel to the property history data for respective citizen / entity account)*		
12	*The system should be able to support transfer of land ownership.*		
13	*The system should support registration of Sectional Properties*		
14	*The system should be able to support subdivisions and amalgamation of properties (The system should have the ability to maintain complete, integrated parcel history for all splits and mergers of parcels of land)*		
15	*The system should have the ability to maintain property ownership history for all properties including when two or more parcels are combined into one parcel (Property Ownership)*		
16	*The system should have the ability to maintain original parcel ID on new parcels created from mergers or splits. (Property Ownership)*		
17	*The system should allow the option of linking all pertinent data automatically to the appropriate parcel. (Property Ownership)*		
18	*The system should incorporate an exemption module for worship places*		
19	*The system should have the ability to keep history of a record when the current legal owner of a property changes. (Property Ownership)*		
20	*The system should have the ability to record multiple transfers of a single parcel. (Property Ownership)*		

21	*The System should be able compute Principal and Interest as per the existing law and valuation roll.*		
22	*The system should have the ability to search the property history database by a variety of methods including current owner, previous parcel number, address etc. (Property Ownership)*		
23	*The system must enable each property/owner to be assigned to a calendar for billing. (Property Ownership)*		
24	*The system should be able to add and remove caveats.*		
25	*The system should be able to record the type of property i.e., commercial, residential, single dwelling etc.*		
26	*The system should be able to support change of land use*		
27	*The system should be able to automatically generate demand notices and send electronically to the property owners through email and SMS*		
28	*The system should support receipting of payments*		
29	*The system should support generation of clearance certificates*		
30	*The system should be able to report on the revenue collected per property type.*		
31	*The system should be able to report the number of properties*		
32	*The system should be able to report each property status, block and location*		
33	*The system should be able to produce each property statement*		
34	*The system should support computation of waiver based on a given percentage.*		
35	*The system should be able to produce demand notices for each property and for all due properties.*		
36	*The system should be able to report on total arrears on properties*		
37	*The system should be able to handle impounded properties for purposes of recovering rates arrears.*		
38	*The system should support multiple search parameters on property.*		
PROPERTY RENT			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should be able to accept and process ad hoc payments for houses, market stalls/ slabs, shops, booking offices, public utilities, cold rooms etc. linked to the facilities configured and validated by the charge rates defined.*		
2	*The system should be able to accept and process periodic payments for market stalls linked to the facilities configured and validated by the charge rates defined. This process should create an account in the registration module for purposes of single view of the entity.*		
3	*The system should be able to support transfer of tenancy.*		
4	*The system should be able to register new stalls, rental houses, kiosks and toilets.*		
5	*The system should be able to produce detailed report on the revenue collected per category, payment statement, arrears etc.*		
6	*The system should be able to report on the status of stalls, rental houses, kiosks, toilets etc.*		
7	*The system should be able to produce demand notices for each stall,*		

	rental house, kiosk, toilet etc.		
8	*The system should support SMS and email notification on payments*		
9	*The system should allow for updating of new properties.*		
HIRE OF COUNTY ASSETS			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should provide for registration of all county assets with ability to edit, delete and add assets through a maker/ checker approval. The registration details should also include geo-reference.*		
2	*The system should provide for application, approval and allocation for county assets legible for hire as per the Finance Act. Successful allocation should be on vacant/ un-booked assets only.*		
3	*The system should be able to accept and process ad hoc payments for county assets linked to the facilities configured and validated by the charge rates as defined by the Finance Act.*		
4	*This process of hiring of county assets should create an account in the registration module for purposes of single view of the entity.*		
5	*The system should provide the status of the county asset*		
6	*The system should provide reports on county assets with ability to filter based on availability, location, zone, charge rate, officer in-charge of asset etc.*		
FINES			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have the ability to process requests for collection of fines as configured and validated by the charge rates defined in the Finance Act.* *The offences should be pulled from the case management module.*		
PARK FEES			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have the ability to process requests for collection of fees for use of public parks. The details of park and respective fees should be pulled from the configuration, information of the facility. Park fees include; camping, balloon landing, camping, film and photography, park entry, lodge tariff and levies.*		
PUBLIC HEALTH SERVICE FEES			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have a self-service facility to enable for online application or renewal for Public Health Licenses.*		
2	*The system should have an end-to-end health permit approval workflow including site inspections*		
3	*The system should be able to issue Public Health licenses upon approval.*		
4	*The system should be able to report the number of Public Health licenses/permits issued per business entity*		
5	*The system should be able to notify county staff and citizens when Public Health licenses/permits are due in advance*		

6	*The system should provide a mechanism to Suspend/ cancel/ reinstate a food hygiene license on various health ground. Details of the business should be captured in the suspension/cancellation/reinstating.*		
7	*The system should be able to report the number of Food Handlers Certificates issued.*		
8	*Food handlers should be able to book for clinical food handler's tests on-line and once tested be notified of the results.*		
9	*Food handlers should be able to print their permits from the self-service portal.*		
10	*The system should be able to notify county staff and citizens when their Food Handlers Certificates are due in advance. The notification should be done 14 days to expiry.*		
11	*The system should support application for certificates from individuals and organizations.*		
12	*The system should support all other public health fees and charges such as swimming pool, cemetery, school health, slaughterhouses etc. as per the Finance Act.*		
FIRE LICENSES AND PERMITS			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have a self-service facility to enable for online application or renewal for Fire Licenses.*		
2	*The system should have an approval workflow for Fire licenses including site inspections*		
3	*The system should be able to issue interim license prior to inspection and final Fire licenses after inspection.*		
4	*The system should be able to report the number of Fire licenses/permits issued per business entity*		
MARKET FEES/ROYALTIES/CESS etc.			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have the ability to collect market fees/royalties/cess etc. as per the County Finance Act.*		
2	*The system should be able to report on revenue collected in real-time*		
3	*The system should be able to demonstrate on collection trends for each revenue stream and individual collector*		
4	*The system should have the ability to supervise, monitor, and enforce revenue collection.*		
5	*The system should be able to reconcile collections and banking in real time*		
LIQUOR LICENSES			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have the ability to allow county citizens to apply/renew and pay for liquor licenses via self-service portal.*		
2	*The system should be able to register and track applications from all sub counties.*		
3	*Liquor licenses should be structured and coded as per Finance Act and Alcoholic Drinks Control Act (ADC), 2014 for ease of licensing and*		

	build harmony in issuance of licenses across the county		
4	*The system should provide various approval process required in the entire liquor licenses application process such as sub-county regulation committee, inspection etc. before issuance of license.*		
5	*The system should be able to notify customers on status of their applications.*		
6	*The system should enable payment for licenses as per Finance Act.*		
7	*The system should be able to generate license. The generated license should include features such as barcodes, QR codes etc. that allow quick and accurate enforcement and inspection.*		
8	*The system should have reports; including licensed premises, payment details and status.*		
9	*The system should be able to record the GIS location of licensed premises*		
10	*The system should provide reports; all applications, application status (approved, pending, rejected, expired etc.), payment status, renewal dates etc.*		
11	*The system should incorporate the function of the Administrative Review Committee as per ADC Act, 2014*		
PHYSICAL PLANNING AND DEVELOPMENT			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have the ability to allow county citizens to apply and pay for the various applications as per the Finance Act via self-service portal.*		
2	*The system should provide for application, registration and approval process for Building Plans including Structural/ Engineering, Architectural Plan*		
3	*The system should provide for application and approval process for Planning Briefs/ Policy Documents including Change of Land Use, Extension of use, Renewal of lease, Extension of Lease, Subdivision, Amalgamation etc.*		
4	*The system should provide for application and approval process for Renovation including Major and Minor renovation.*		
5	*The system should provide for application and approval process for Alterations including Major and Minor alterations.*		
6	*The system should provide for application and approval process for Advertisement related applications such as underground cabling, canvas etc.*		
7	*The system should be able to capture the GIS location of property tied to an application*		
8	*The system should categorize applications based on risk; low, medium and high.*		
9	*The system have capability for enforcement where applicable. Include QR code on the approved plan, letter etc.*		
10	*The system should be able to generate letters (approved/ declined etc.), reports, plans, invoices and receipts where applicable.*		
11	*Provide billing process and payment for any of the application processing stages*		

12	*It should be able to provide various level of approvals as required within the application process*		
13	*The system should have the ability to attach documents where necessary.*		
14	*The system should provide reports on applications e.g. received, paid, approved, declined, validity etc.*		
15	*The system should be linked to the properties and land rates module to allow for checking of compliance with applicable rates*		
16	*The system should allow approved and validated professionals (i.e., architects, planners, surveyors, etc.) to upload relevant project documents in support of applications for approval*		
17	*The system should have digital workflows that allow each application for approval to go through the various stages as stipulated by the Physical Planning Act.*		
18	*The system should be supported by a mobile application that enables inspectors and other officers to collect information and update the system.*		
REPORTING / BUSINESS REPORTS			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have the ability to generate flexible, reliable and consistent Real time revenue reporting based on the following minimum dimensions;*		
1.1	*Revenue collected per department/ category /stream/zone/subcounty/revenue collector etc.*		
1.2	*Revenue collected by various collection channel e.g., direct banking, mobile money etc.*		
1.3	*Ability to filter by period i.e., daily, weekly, monthly, quarterly, yearly etc.*		
1.4	*Collected revenue against expected revenue by revenue stream*		
2	*The system should have statistical and analytical tools to report on revenue performance and forecast e.g., Graph, charts*		
3	*The system should be able to search and report on transactions i.e. allow a quick find of specific transaction records to answer citizen payment queries*		
4	*The reporting tool should be accessible remotely via the web.*		
5	*System should provide detailed reports on logs of transactions as required*		
6	*The system should have the ability to export transaction information from the system in different formats E.g., pdf, word, Csv, Excel etc.*		
7	*The system should be able to provide an executive summary report on dashboard*		
8	*The system should be able to give analyzed reports using BI tools*		
9	*The system should be able to analyze multidimensional data sources in both web and MS office environments, flexible dashboards, mobility and a flexible, scalable platform*		
10	*The system should support role-based reporting*		
PAYMENT CHANNELS			

NO	DESCRIPTION	C/NC	REMARKS
1	*The system should have the ability to provide multiple payment options across different providers including:* a) *Bank payments/Direct debit* b) *Mobile money from all major mobile money payment platforms: MPesa, Airtel Money, T-Kash, Equitel etc*		
VERIFICATION/VALIDATION			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*Ability to issue an electronic receipts/ permits with a reference number, barcode and QR that can be verified electronically by a user by use of scanners or though querying through a mobile device such as USSD, SMS, Mobile App, web application interface etc.*		
RECONCILIATION AND SETTLEMENT			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*Automatic reconciliation that allows matching of payments to account numbers and other identifiers*		
2	*ely direct credit to the CGoKTI Revenue bank accounts*		
3	*Support for multiple streams of revenue based on codes e.g land rates, advertisements, Trade license etc*		
4	*Ability to track reconciliation process and view any reconciled items.*		
SYSTEM SECURITY/AUDIT TRAIL AND ADMINISTRATION			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*Security Architecture: The security concept shall include an explanation of the system architecture, describing how the functional components are distributed / localized in the architecture*		
2	*Security of Standard Platforms: The security concept shall include the standard platforms (e.g. hardware, OS, middleware, applications and databases.*		
3	*Interface with other system: The requirements of the system concerning security of the network infrastructure (eg. DMZs) shall be described. If necessary, the requirements shall be adapted to the existing security infrastructure.*		
4	*Connection to public networks: The security mechanisms to protect connections to public networks (e.g. firewalls, tunneling) shall be described*		
5	*Archive log files: The process to archive log files shall be in a trustworthy way and for a configurable time according to resources and requirements*		
6	*Backup recommendations: The supplier shall provide its back-up recommendations that will be validated by Client according to its needs (details of which data is saved, frequency of data modification, etc.).*		
7	*Authentication: All third-party access shall use strong (2-factor) authentication.*		
8	*Remote user authentication: The system shall provide a mechanism to authenticate any remote user (i.e. verification of network address, dial back mode etc.)*		

9	*Password Encryption: All passwords stored in the system shall be appropriately encrypted. They shall not be written in any other file or database (i.e log or cookies cache, etc.)*		
10	*Interfaces outside the security domains: Interfaces/Protocols should provide encryption and authentication, to commercial best practice standards, where the interfaces are exposed outside the security domain and for administrative access.*		
11	*The system shall provide an access control mechanism to be able to show which data entities/transactions any particular individual may read, modify or execute (given a user ID)*		
12	*Access Control Levels: The system shall provide the capability to create different access control levels (i.e admin, developer, end-user) according to 'user- privileges' and user roles/job descriptions.*		
13	*Data randomization on test systems: Data used for system development and/or testing purposes shall not be the same as the data located on the production system. If that is technically not possible, any classified data shall be modified to ensure that it cannot identify a person, e.g randomize names. The security measures on the development system shall be at least the same as the one on the production system. If the same development system is used for more than one application, data protection measures shall be included.*		
14	*Password re-set by administrators: Only administrators have overall ability to reset a user's passwords upon request by the user.*		
15	*Inactive Accounts: The system shall provide the capability to lock/deactivate/suspend certain accounts/user ID either manually or automatically given some pre-defined actions/criteria (i.e period of inactivity)*		
16	*Unique User ID: All users shall be allocated a unique user ID for the sole use of the individual.*		
17	*Unsuccessful logons: The number of unsuccessful log-on attempts shall be limited to, at most, three attempts per session; afterwards the session will be terminated*		
18	*Logging of unsuccessful login attempts: For a given user ID, after a set number of continuous unsuccessful log-on attempts (from different sessions) the account shall be time-locked suspended. (e.g 2 sessions x 3 incorrect logons for each session=max 6 trials). The temporary suspension action shall be documented in log file.*		
19	*Protection of security log files: Security log files shall be protected against manual modification even by the super user. The methods applied have to be described. Access to audit logs shall be safeguarded to prevent any possible misuse or compromise (i.e. access limited to authorized personnel only through specific application or system tools).*		
20	*Export of audit logs: The system shall provide the capability to export audit logs into database or word-processing formats.*		
21	*Security log reporting: The system shall provide capability to select events that took place within specific range of dates and times. Select events where a specific user used a particular privilege, print a list of all possible access privileges.*		
22	*Alert on unauthorized or improper system use. The system shall provide the means to detect and alarm unauthorized or improper*		

	use of the system.		
23	*A definition of the back-up plan (for both onsite and off-site) shall be provided according to the following four types of data: System (Operating System and Applications)* *Data (the data specific to each part of the system that is susceptible to being modified frequently.* *Database back-up* *Log (the set of traces on what is made on/from each part of the system)*		
RISK MANAGEMENT			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The bidder shall describe approach to risk management showing how risk is identified, recorded, communicated, mitigated and monitored throughout the project*		
CHANGE MANAGEMENT			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The bidder shall describe the approach to change management showing what would be impacted by change, suggesting ways of seamlessly transition without disrupting the operations of the county.*		
SUPPORT PLAN			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The bidder should describe the approach to perming product support immediately after going live and thereafter. The approach must identify the resources required, the people involved the types of calls expected and what the bidder expects the county to do to make this happen.*		
ENFORCEMENT MODULE			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should have the ability to enforce revenue collection using technology i.e., QR codes, bar codes, unique identifier, mobile applications etc.*		
REVENUE COLLECTORS' MANAGEMENT			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should be able to manage revenue collectors and enforcement officers i.e., manage transfers, report when on leave or sick off.*		
ACCOUNTABLE DOCUMENTS MANAGEMENT			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**
1	*The system should be able to manage accountable documents associated with revenue collection e.g. Management of, invoice books, permit printing papers/books and other books that may be required in hard copies.*		
OTHERS			
NO	**DESCRIPTION**	**C/NC**	**REMARKS**

1	*Bidders may add any other relevant additional functional modules*		