



Republic of Kenya

**MINISTRY OF INTERIOR AND CO-ORDINATION OF NATIONAL
GOVERNMENT**

NATIONAL POLICE SERVICE

TENDER DOCUMENT

**EXPRESSION OF INTEREST
FOR SUPPLY AND IMPLEMENTATION OF AN INTEGRATED
PERSONNEL RECORDS AND NOMINAL/SENIORITY ROLL
MANAGEMENT INFORMATION SYSTEM FOR THE NATIONAL
POLICE SERVICE**

1.0 DESCRIPTION OF THE GOODS AND SERVICES REQUIRED

The National Police Service is in the process of acquiring a personnel records and Nominal roll Management Information System for managing large numbers of police officers/staff to replace the current manual method to digitize personnel records, establishments, strength, shortfalls, recruitment, promotions and deployments in view of generating timely, accurate and efficient records for the National Police Service.

The National Police Service is therefore looking for a bidder to supply and implement electronic personnel records and nominal/seniority roll management information system.

The system shall ensure effective and accurate personnel records are maintained and an integral Nominal roll report is generated to assist the National Police Service HQS make accurate decisions.

The HRIS will be accessed by users from the National Police Service HQS, Respective services/regions, counties, formations, divisions and stations

The HRIS shall help the National Police Service manage or monitor activities of officers/staff centrally. It shall ensure timely, accurate, efficient and effective personnel records, strengths, shortfalls and recruitment, placement, skills inventory, establishments, process promotions and succession management.

2.0 SPECIAL CONDITIONS OF CONTRACT AS RELATES TO THE GENERAL CONDITIONS OF THE CONTRACT

Reference of general conditions of contract	Special conditions of contract
Standards: The solution shall conform to the standards set in the technical specifications	Applicable (A MUST)
Patent Rights: i. The Bidder or Project Team shall indemnify the National Police Service against all 3 rd party claims of infringement of patent, trademark or industrial design arising from the use of the solution	Applicable (A MUST)
Licensing: The licence must be a one – off deal.	The solution must not subject the National Police Service to annual license subscriptions
Bidder’s Experience: Bidder or Project Team must have developed a similar personnel records & nominal/seniority roll application for uniformed security organization	Applicable (A MUST)
System Testing: i. The National Police Service must have the right to test the solution to check whether it conforms to system specifications. ii. The Bidder or project team must have showed a demo of the above application. The solution must generate all reports.	Applicable (A MUST)

<p>iii. Should any component of the solution fail, the National Police Service May reject the solution and the bidder or project team may either replace the solution or make alterations necessary to make specifications requirements free of cost to the National Police Service.</p> <p>iv. Nothing in paragraph (iii) above shall in any way release the bidder or project team from any warranty or other obligations specified in the solution.</p>	
<p><u>Annual Service agreement:</u> The Bidder or Project Team to provide a detailed proposal for a SLA</p>	<p>The Bidder or Project Team must abide to annual SLA proposal as provided in this document (9.0 below)</p>
<p><u>Payments:</u> The solution shall be paid by the National Police Service</p>	<p>The National Police Service shall negotiate mutually accepted terms with the Bidder or Project Team</p>
<p><u>Delivery:</u> The delivery of the solution shall be made by the bidder or project team in accordance with the terms specified by the National Police Service, and must adhere to the solution requirements.</p>	<p>The system shall be supplied, installed at the National Police Service HQS Data Center and an alternative site for redundancy as shall be specified by the National</p>

	Police Service
Prices: Price variation of the solution shall not be allowed	Prices charged by the Bidder or Project Team for the solution shall not vary from the prices by the Bidder/Project Team in its tender.

3.0 SCOPE OF THE SYSTEM

1. Documents Management: Officers/Staff personal files scanning (OCR) and transfer to the database approx. 2,000,000 documents.
2. Accurate human resource processes:
 - a. Recruitment
 - b. Training and welfare: - The system handles Training by capturing On the Job Training, Academic and Professional courses taken.
 - c. Placement
 - d. Promotion processes and reports.
 - e. Deployment activities and reports.
 - f. Skills inventory
 - g. Monitor attritions
 - h. Succession management
 - i. National Police Service strength & shortfall by Service, Region/Formation, County, Division/Sub County, Station, Camps/Posts and Reports. This module should be able to give a clear picture of officers/staff needed to be recruited. The processes should complement the recruitment exercise.
3. Manage Nominal/Seniority rolls
 - a. Establishments
 - b. Create a seniority list per Service, Region/Formation, County, Division/Sub County, Station, Camps/Posts

4. Ethnic and gender balance reports within the National Police Service
5. Discipline

The system should provide access in the following areas:

- a.) National Police Service HQS
- b.) Kenya Police Service HQS
- c.) Administration Police Service HQS
- d.) Directorate of Criminal Investigations
- e.) Internal Affairs Unit
- f.) Regions/Formations
- g.) Counties
- h.) Divisions/Sub-Counties
- i.) Stations
- j.) Camps/Posts

4.0 SUBMISSION GUIDELINES

- The system architecture detailing description of the end to end system architecture, its key features and workflows, key components detailing the descriptions, functionalities, processes and hardware required.
- Transmission of data between National Police Service HQS to the Service HQS, region, county, Division/Sub-County and up to the station level detailing transmission media for both online and offline modes and associated security.
- Integrated applications and workflows detailing the applications to be used, functionalities and processes.
- Database management solution including the technologies and tools of acquisition, storage, security and management of data at National Police Service hosted Primary Data Center

- Interface for third party systems for data interchange between them and detailing data exchange mechanisms and technology for data validation or processing
- Application activities and processes should be real- time whether online/offline
- The system will be hosted at the National Police Service HQS Data Center. Provide specifications for data back-up solution.
- National Police Service HQS Data Center consolidation technologies for optimal resource utilization.
- Demonstrate and show how the proposed system configuration will meet the performance requirements
- Project implementation detailing the project methodology, project plans including charts, risk management plan, project governance structure, CVS of project team members
- Security framework for the proposed solution
- Transition and data migration detailing methodology and technologies
- Training detailing content for vendor specific products/components, and methodology
- The provider should have a minimum of 10 + years of experience in providing the said solutions
- The provider should provide minimum 1 reference(s) where **personnel Bio Data and Seniority Roll HRIS** works preferably for **police** or **military institutions**

5.0 TECHNICAL SPECIFICATIONS

5.1 MODULES

Establishment/Strengths/shortfalls - By Service, Region/Formation, County, Division/Sub County, Station and Camps/Posts. This module should be able to give a clear picture of officers/staff shortfalls so as to complement the recruitment exercise.

Recruitment

Training- The module handles Training by capturing On the Job Training, Academic and Professional courses taken.

Promotion

Personnel Bio Data

Nominal/Seniority Roll – for each Service, Region/Formation, County, Division/Sub County, Station and Camps/Posts

Skills Inventory

Deployment/Transfers/Placement

Ethnic / Gender Balance

Discipline module

User management module

Attrition management module

Leave management module

Service Register

5.2 PROMOTION AND SENIORITY ROLL SPECIAL REQUIREMENTS

The solution should support multiple biometric forms like finger print, face and IRIS

Validation check is done on real time basis

Biometric module should be ISO

5.3 SECURITY

5.3.1 Standard

All system security components must be implemented to protect against viruses, hacking, intrusion, denial of service and other system attacks

The following standards will apply:

- Bio-log-in and passwords shall be used in the entire system
- System lock-out on specified log in attempts
- Timeouts when the system remains idle after a specified period of time
- Password expiry after a specified period of time
- Segregation of administration and other user privileges/duties
- Integration to intrusion detection system, antimalware, firewalls
- Support automatic mail feature to send e-mail and SMS to administrators and the technical personnel in case of any failure or intrusion
- Provide a global view of system via a dash board/portal to the system administrators for follow ups on operators' activities on the system.
- Audit trail logs for all system activities by all users
- Audit trail logs at DB level for all related activities
- Transmission of data between registration devices and central site must be secured using appropriate encryption technologies that exceed 3DES. Application sets that have been successfully transmitted and acknowledged will be automatically deleted from the enrolment gadget.
- All transmission mode and media must provide multi-level security.
- An audit trail of the transmission shall be maintained at the central site
- Every application must be identified by a unique token which is HASHed to ensure data integrity is maintained

5.3.2 SYSTEM ACCESS

Note:

- Role-based access: user classification with differing roles and privileges with software-level security as a minimum.

- Access control should support multiple biometric form like finger print, face and IRIS.
- Authorized access: to protect against unauthorized access to the platform, all modules must provide user login and passwords.
- Audit trail features: an audit trail for tracking all additions, changes and deletions, users, timestamps, locations, etc shall be available.

5.3.3 NATIONAL POLICE SERVICE DATABASE(DATA CENTER)

- The data captured during the registration and enrolment should be stored at the National Police Service Central database which is the primary objective of National Police Service.
- The data is owned by National Police Service and data is shared via National Police Service middleware for authorized 3rd party solutions
- The databases shall provide tools to restrict access for all users by use of powerful access controls, and other real time preventive controls, restrict random access to application data.
- The system shall also be able to audit the database activities, including monitoring and reporting.
- Profiling of the different classes of users to allow multiple levels of system and data access.

5.4 HARDWARE

5.4.1 DATA CENTER CONSTRUCTION

- Physical space
- Raised flooring
- In-room electrical
- Standby power
- Data cabling

- Cooling
 - Fire suppression
- Rack Cabinet
- Dell PowerEdge Rack Servers R430 (3 units)
- Processor
- Intel® Xeon® processor E5-2600 v4 product family
- Processor sockets: 2
- Memory*
- DDR4 DIMMs at up to 2133MT/s
- Maximum RAM: Up to 384GB (12 DIMM slots):
2GB/4GB/8GB/16GB/32GB
- Operating System
- Microsoft® Windows Server® 2008 R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2012 R2
- Microsoft® Windows Server® 2016
- Novell® SUSE® Linux Enterprise Server
- Red Hat® Enterprise Linux
- VMware® ESX®
- Availability
- ECC memory
- Single Device Data Correction (SDDC)
- Spare Rank
- Hot-plug hard drives
- Hot-plug redundant power
- iDRAC8 with Lifecycle Controller
- Support for HA clustering
- Virtualization-ready
- Internal Dual SD Module (**Fail-safe Hypervisor**)
- TPM 1.2**
- **UPS** (Uninterrupted Power Supply) - Eaton 9355 UPS
- **Network Backup Storage** - Synology DiskStation DS216j 2 Bay Desktop Network Attached Storage
- **Cloud backup storage** – Amazon, Safaricom

5.4.2 REGIONS/FORMATION, COUNTY, DIVISION/SUB-COUNTY,STATION, CAMPS/POSTS OFFICES

1. Computer Hardware;
 - a. Core i5, 16 GB Memory, 1TB Hard disk Storage, DVD drive.
2. Multiple Biometric that supports Finger Print, Face, and IRIS.
3. **UPS** (Uninterrupted Power Supply) 1000kVA.
4. Anti-Virus for all computers preferably Kaspersky Anti-Virus and Internet Protection with users licenses.
5. Internet Service and accessories.

5.5 FUNCTIONAL REQUIREMENTS

The system will perform the following functionalities:

- Provide real-time personnel details in terms of present stations
- Provide on demand reports(as a view) to show the activity process
- Bio-metric access control to ensure security of the NATIONAL POLICE SERVICE Data and the application
- Provide users and system administrators with a way of changing the passwords.
- The system should provide a log of who accessed the system, where and what the user did with the system

5.6 NON-FUNCTIONAL REQUIREMENTS

These are constraints that should be imposed on the services provided by the proposed system. The system should be designed to fulfill the following non-functional requirements.

- In an event of no connectivity, the system should continue the process and synchronize data at the end of the day.
- All its operations should be correct, that is, should produce expected results when supplied with the right inputs.
- System should verify/validate all user input and users must be notified in case of errors.
- System should be complete and consistent that is, able to deal with all the possible outcomes during its operation.
- System should be robust that is, able to run on the specified platforms with no predictable failure.
- Allow users to use it simultaneously on computers with minimum system requirements and connected to internet.
- System should be able to sustain the heavy load offered to it due to network requests (provide high performance in all situations).
- System should be reliable, up and running every time its operations are needed.
- User should easily register with the system.
- The system should be extensible.
- It should give fast, accurate and inexpensive process of results to users

6.0 TRAINING AND KNOWLEDGE TRANSFER

The training plan shall ensure adequate transfer of knowledge and skills required to operate the HRIS independently from the vendor. The amount of training shall reflect the complexity of the system, the change to the organization and the ability of the trainees to

absorb the material presented.

Training and knowledge transfer shall include training for trainers, operators, system administrators, network engineers, system security officers, registration officers, biometric experts, database specialists, machine operators and other technical and specialized staff as pertains to the solution to be provided.

Major part of all the training shall be conducted at the National Police Service Sites Countrywide. Training Shall Include both hands on and classroom training. The training must contain practical exercise in which labs and simulations should be emphasized for the technical and operations staff and workshop/seminar environment for the senior officers.

Instructional methods: these will be the different training methods to satisfy the various categories of training requirements for the selected audience (e.g web-based training, instructor-led training, other support materials/tools, Train the Trainer).

Training materials: develop the training syllabus, presentation materials, job aids, Quick start guides, Certification. These will have to be approved by the procuring entity before the training starts. It should clearly define the scope of training, including topics to be covered and related exercises. This material should be available to the trainees before the training starts.

Training deliverables: the deliverables are comprised of a series of presentations and/or documents outlining operational processes, procedures and other relevant content for the specific training. The deliverables will also include the trainees' measured ability to perform tasks on the system. A means of measuring this achievement will have to be developed beforehand.

Training assessments: the contractor will need to develop a means to evaluate the evidence of the training undertaken by the trainee; and undertake an assessment of trainee's competence for the area being evaluated.

7.0 CONTINUITY SERVICES

Provision of a draft support level agreement detailing support and maintenance services and availability. Also details of patches, upgrades to be provided to ensure new technology adjustments.

8.0 SYSTEM DEMO – SOLUTION PRESENTATION BY THE BIDDER

The concept must be demonstrated by the bidder to the client before the bidder meets technical specifications.

9.0 ANNUAL SLA PROPOSAL

The bidder to provide a detailed proposal for a service level agreement as part of the technical proposal. This constitutes the main part of the “ Annual Technical and Systems Support Contract” as well as the **standard daily on-site support resources as follows:-**

- Ability to provide support and system maintenance for the next five years on renewable basis
- Lead times for problem acknowledgement & resolution
- Upgrading and or migrating the systems to the latest Technology or latest versions
- Skills transfer to internal National Police Service Ict Team

10.0 DOCUMENTATION

The bidder shall avail documentations and must include all information for support and troubleshooting. The documentation must be structured and at least contain the following:

- Solution design
- Installation manuals
- System policies

EVALUATION CRITERIA

A. Pre-qualification evaluation (preliminary evaluation)

Candidates shall meet the all minimum qualifying requirement set below. **Failure to meet any of the requirements shall automatically lead to disqualification.**

B. Post qualification evaluation

The bidder must score at least 70 points to proceed to the next stage.

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organization	
<p><u>System Testing:</u></p> <ul style="list-style-type: none"> v. The National Police Service must have the right to test the solution to check whether it conforms to system specifications. vi. The Bidder or project team must have showed a demo of the above application. The solution must generate all reports. vii. Should any component of the solution fail, the National Police Service May reject the solution and the bidder or project team may either replace the solution or make alterations necessary to make specifications requirements free of cost to the National Police Service. viii. Nothing in paragraph (iii) above shall in any way release the bidder or project team from any warranty or other obligations specified in the solution. 	Applicable (A MUST)
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<p><u>DOCUMENTATION</u> The bidder shall avail documentations and must include all information for</p>	Applicable (A MUST) The bidder shall avail documentations and

<p>support and troubleshooting. The documentation must be structured and at least contain the following:</p> <ul style="list-style-type: none"> • Solution design • Installation manuals • System policies 	<p>must include all information for support and troubleshooting</p>
<p><u>Statutory Documents</u></p> <ul style="list-style-type: none"> • Certificate of registration and/ or incorporation • A Valid Tax Compliance Certificate • PIN/VAT certificate 	<p>Applicable (A MUST)</p>

B. Post qualification evaluation

Tenderers will be required to submit the following details:-

i. Experience

List and proof organizations worked for in provision of similar services for the last two years. (20 Marks)

ii. Human Resources

Proof of professional staff and their qualifications - attach curriculum vitae for professional staff to undertake the contract. (20 marks)

iii. Work Plan/Methodology

Tenderers should provide a work plan for delivery of the system. (30 marks)

iv. FINANCIAL STATUS

Tenderers should provide the following:-

- i. **Attach bank statement for the last one year**
(10 Marks)
- ii. **Attach Audited financial accounts for the last two years.**
(20 Marks)