



SUPPLY, INSTALLATION AND MAINTENANCE OF ERP
SYSTEM FOR VETLAB SPORTS CLUB

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Introduction:

The Veterinary Laboratory Sports Club commonly referred to as Vet Lab and widely revered as a golf club has been in existence since 1923.

Vet Lab Sports Club prides itself in being the bedrock on which great golfing talent is identified, nurtured and grown. In keeping with its reputation as “The Friendliest Club”, whether social or golf-playing members, members’ guests or visitors, you are assured a warm welcome at Vet Lab sports club.

Today the Club is one of the leading golfing and recreational facilities in Kenya. The 18-hole Golf course consists of well-constructed greens with a careful choice of hybrid blend bent-grass which is compatible with the weather at VETLAB. The greens have been constructed in line with the USPGA recommendations. The total putting surface of all 18 greens is over 10,000 square meters. Factors concerning smoothness, speed and receptiveness were a major consideration during the construction.

Vet Lab is currently the only golf course in Kenya constructed on public land and therefore its membership is open to every Kenyan within the provisions of the club’s constitution. The club has continued to grow and is unmatched due to the following key attributes:

- Vetlab offers a challenging and decent golf course.
- Diversity in membership and a growing young membership.
- Good security since we are in a controlled environment
- Affordability
- Adequate land

Vetlab Sports club invites proposals to provide the following service (herein after called “the service”): Supply, Installation and Maintenance of an ICT ERP System for VetLab Sports Club.

The Application process shall be completed online via SRM eProcurement Portal- www.srmhub.com. Upon a payment of a tender fee of five thousand shillings (Kes 5,000) via using **M-pesa Paybill No. 905400, Account No. AN.015-C**

Objectives:

The primary objectives of the ERP system implementation are to:

- Improve the efficiency of business processes
- Enhance the accuracy and completeness of data
- Streamline data management and reporting
- Improve decision-making by providing timely and accurate information
- Increase overall productivity and profitability

Scope:

The ERP system implementation will cover the following areas:

- Financial Management
- Customer Relationship Management (CRM)
- Human Resource Management (HRM)
- Inventory Management
- Procurement and Supply Chain Management
- Project Management
- Membership
- Food and Beverage
- Point of Sale
- Events Management
- Payroll Management
- I.T.

Timeline:

The ERP system implementation should be completed within 6 months from the start date.

Your proposal should be valid for 90days

Project Management:

The organization will appoint a project manager to oversee the implementation of the ERP system. The project manager will be responsible for ensuring that the project is completed within the specified timeline and budget. The project manager will report to the organization's senior management team.

Clubs Departments

- General Manager's Office
- Finance and Procurement
- Information & Communication Technology
- Food & Beverages
- Kitchen
- Human Resource & Gym
- Golf Administration
- Course Management
- Security

Evaluation

Preliminary Evaluation

The following mandatory documents shall be evaluated at preliminary stage.

- i. Mandatory Statutory documents are Tax Compliance Certificate, Incorporation/Registration Certificate and Business permit.
- ii. Detailed work program indicating allocation of human resources and time for the deployment of the solution.
- iii. Valid Authorization certificate from the product developer/solutions copyright holder
- iv. Dully-filled up electronic confidential business questionnaire, stamped and signed form of tender in format provided.
- v. If a Consultant is a Joint Venture (JV), an agreement between parties should be provided. In addition the full names of the JV shall be used

and all members, starting with the name of the lead member. Where sub-consultants have been proposed, they shall be named.

Technical Evaluation

No	Evaluation Attribute	Weighting Score	Score
1	<p>TECHNICAL SPECIFICATIONS The solution will be evaluated on meeting the detailed technical requirements (Terms of Reference).</p> <p>Marking: <i>Mandatory</i> <i>FS=2,PS=1,CR=1/2,NS=0</i> <i>(FS-fully Supported, PS=partially supported, CR-Customization Required ,NS =Not supported)</i></p>	<p>FS=20marks PS=10marks CR=5marks NS=0 marks</p>	20 Marks
	<p>WORKPLAN AND METHODOLOGY Work plan, methodology, timing, schedules, Gantt charts, team.</p>	4 marks each upto 20 marks	20
2	<p>GENERAL EXPERIENCE The bidders should have been carrying out ERP Solutions services and should furnish company profile indicating the number of years in operation in the industry, product range and specialization.</p>	1 mark for each year of experience up to a maximum of 5 years	5 Marks
	<p>SPECIFIC EXPERIENCE Previous handling of 5 similar projects in scope and complexity in the last 5 years. Provide relevant Documentary proof. Copies of Purchase Order / Work Order along with completion certificates and recommendation letters.</p>	4 marks each upto a maximum of 5 projects	20 Marks
	<p>KEY STAFF QUALIFICATION AND EXPERIENCE</p>		
	<p>Team Leader – Qualification Master’s degree in business administration, Computer science,</p>	<p>Master’s degree=5marks Bachelor’s Degree</p>	5 Marks

	finance or project management.	= 3Marks	
	Team Leader – Experience Minimum 5 years’ experience in ERP implementation	6 years 1 mark and additional mark for each year up to 10 years	5 marks
	Developer Qualification Bachelor’s degree in computer science or related field.	Bachelor’s Degree and above = 4Marks	4 Marks
	Developer Experience - minimum of 3 years in ERP Implementation.	4 years 1 mark and additional mark for each year up to 8 years	5Marks
	IMPEMENTERS (4PAX) Degree certificate in business or computer science At least 3 years’ experience ERP implementation	1 mark for degree up to 4 implementer 1 mark for 3 years’ experience up to 4 implementers	8 Marks
	FINANCIAL STABILITY		
	Audited Accounts for the last 2 years. Not older than year 2020	Audited accounts =10 marks	10 marks
	Liquidity Ratio	More than 1.5=3 marks Less than 1.5=0marks	3 marks

Technical proposal shall be weighted to 80%.

Bidders must attain the pass mark of 70 out of 100 in order to be evaluated on financial proposal

Financial Evaluation

Financial proposal shall be weighted to 20%

The lowest cost proposal will be awarded 20 points. Other proposals will be awarded proportionate points as per the following formula;

$$\text{Lowest Cost} / \text{Proposal Cost} \times 20$$

Terms of Reference

The bidder is expected to propose a complete solution, which will provide the required functionality in a single, integrated system. The proposed solution should be an off the-shelf application which will be customized to meet the stated requirements, and should be hosted on Vetlab-owned equipment. The bidder MUST also propose an effective and efficient after-sale support for the delivered system

General Deliverables

The deliverables in the implementation of this project will include:

- (i) Best of the breed Club Management Information System.
- (ii) Simplicity of access and use.
- (iii) Scalable system.
- (iv) Robust system security with need-based access.
- (v) Data migration from the current ERP.
- (vi) Integration with the Biometric System for members' access to the Club and for employee payroll processing/reconciliation.
- (vii) Properly functioning system audit trail.
- (viii) Management tools, which cover aspects including, but not limited to, configuration of the system, customizable reporting and analytics.
- (ix) Training of users and IT technical staff.
- (x) Hardware specifications, including the Operating System, to operate the new system on.
- (xi) Post-implementation review report

Membership management

This module will capture the following data:

- Membership No. (unique and not allow duplicate)
- Salutation
- Name
- Category
- Joining Date
- Expiry date
- Proposer
- Secunder

- Credit Limit
- Date of Birth
- Nationality
- Sex
- Postal Address (3 lines)
- Telephone No.
- Mobile No.
- Email address
- Profession
- Business

Client Relations Module

The CRM module should enable:

- Integrated database marketing
- Player preference tracking
- Customer segmentation based on transaction history, preferences, personal information, etc.
- Creation of highly targeted campaigns based on specific groups of customers.

Golf and Course Management

Green Fees Management

- Automatic Green Fees pricing by day of the week, time and where required seasons. The system to enable billing of 18- and 9-holes green fees 9 for various categories by a click of a button e.g., Weekday with or without member.
- System to be able to create randomized draws upon users request.
- Members to be able to use short codes to book games
- Intelligence prompt for 3rd time visit by a visitor within the same month.

The electronic tee sheets should enable players and the golf administrator to:

Players:

- Book, move or cancel tee times
- Capture golfer data
- View live tee sheet from anywhere
- Confirm tee times via email
- Integrate with social media (Facebook) for taking tee time bookings

Golf Administrator:

- Manage player profiles
- Send instant course and player notifications
- Apply dynamic pricing
- Price by days in advance
- Update tee time pricing on the fly
- Control allocation by channel performance
- Customize tee time value packaging
- Charge prepaid tee times, reservation and no-show booking fees

Golf and Course Management Reports

- Rounds played per month vs Budget
- Golf & Course Reporting indicating Income & any expenses per round played vs Budget
- Staff costs analyzed by direct & indirect staff
- Course direct expenses broken down –fixed & variable (Course cost of sales)
- Course stock movement report in an itemized manner
- Courtesy reports showing Course utilization analysis by category
- Golf Lessons report for Club Pro & assistance –Actual vs Budget

Food and Beverage Service

Users of this module should be able to create a product item that is to be sold at the Point of Sale and include the following information:

- Product description
- Cost price
- Selling price
- Tax at purchase
- Tax at sale
- Unit of measure
- Brand
- Brand subgroup

Event Management

The events management module should provide the following functionality:

- Customizable Banquet Event Orders
- Events and sub-event scheduling
- Recurring event scheduling
- Reserve equipment, inventory and services
- Full reporting suite: forecasting, sales, aging, deposits, etc

Procurement

- Ability to scan supplier prequalification documents and details per category and price lists.
- Ability to hold an e-catalogue
- Ability to black-list vendors who do not deliver
- Support utilization of one master vendor file for all modules in the system, with the ability to change and/or update vendor records secured
- Ability to create purchase transactions
- Create purchase orders directly from requisitions.
- Ability to create Goods Received Note
- Ability to create Goods Returned Note
- Ability to capture purchase invoice

- Ability to track requisitions, approvals of purchase orders and expenses in real-time.
- Ability to associate purchase items with expense accounts, stock or asset accounts
- Ability to set at least three approval levels for LPOs (Local Purchase Orders), and append electronic signatures at every stage. The three approvals would represent 'Prepared by:' 'Checked by:', and 'Approved by:'
- Ability to track the approval status.
- Ability to hold a database of suppliers with their respective goods and services offered, together with a price list.

Procurement reports

- Purchase Order Register
- Goods Received Register
- Goods Returned Note Register
- Late Order Register
- Outstanding Deliveries Register
- Late Deliveries Register
- Re-order levels for stock items

Inventory Management

- The Inventory Management Module is for tracking of stocks items at multiple locations/warehouses. It should provide fast and accurate information pertaining to stock items, e.g., Balance Qty, Maximum Qty, Safety Qty, Reorder Level Qty. It should be fully integrated with the Accounts Payable module.
- This module will deal with the following functionality:
 - Keep a master inventory of all items.
 - Capture the receipt of materials (and, consequently, increase in stock).
 - Capture the issuance of goods and materials to various warehouses (and, consequently, decrease in stock).
 - Fifo policy to manage various categories of stock items.
 - Ability to transfer inventory from one warehouse to another.
 - For stock items in various warehouse. This is to be done every month-end and this is later posted as the opening stocks for the following month.
- The process will capture the actual physical stock and compare it with the system stocks to provide the variance report as per stock items.

- Ability to create the Warehouse Master File, e.g., Main Store, Kitchen, Garage, Detergent, etc
- Ability to create the Unit of Measure Master File, e.g., pax, kgs, pcs, bags, etc
- Audit trail to be generated by the system with stock items automatically. This to enable the user to investigate or make the necessary adjustments.
- Daily Stock Movement reports that are to be provided with the system for the control of inventory items (for both Bar and Food).
- The stock report should be flexible and to classify stocks e.g. by group, type, etc.
- Other inventory Reports
 - Inventory categorization
 - Stock control, Reorder level, Out-of-stock items, etc.
 - Stock Requisitions
 - Periodic stock Reports
 - Stock statements per item
 - Statistical Stock issues
 - Purchase Report
 - Transactional audit trail reports

Financial Management

- Unlimited Levels and Number of Chart of Accounts
- Interface with banking & M-pesa software.
- Creation of Cost Centres /Departments
- User Definable Financial Report Formats
- Flexible Budget Capability
- Ability to Close Month & Year
- Unlimited number of Financial Year Reporting
- Generation of Auto /Recurring Journals
- Mode of Payment Master File
 - Credit Sale/On account
 - Visa/Credit Card
 - Cash
 - M-pesa
- Bank Reconciliation
- Microsoft Office Integration
- Approval levels
- User-defined Transaction Type Table and Processing Specification

- Handles all of Debtors including Membership Debtors, Sundry Debtors, and Creditors, e.t.c.
- Details for Sundry Debtors & Creditors
- Account Name
 - Name of Contact Person,
 - Postal Address,
 - Physical Address,
 - Email Address,
 - Telephone Contact
 - PIN & VAT Numbers
 - Bank Details
- User definable Aging periods with Full drill down facilities on aging enquiries
- Opening Balances
- Option of Entering Transactions following approval levels
- Automatic Billing of Standing Charge
- Minimum Expenditure Charge Calculation
- Surcharge calculation
- Audit trails
- Flexible Payment Allocation
- Printing of Individual or combined statement of accounts

The Reports:

- Trial Balance (Ledger accounts to have account numbers and name)
- Balance Sheet
- Profit Analysis report
- Cost Centre Reports
- Food Costing Reports
- Accounts receivable
- Accounts payable
- Cash book Management
- Cash-flow statement
- General Ledger
- Financial statements
- Aged Analysis by category.
- Aged analysis based on credit limit (user to define).
- Aged analysis based on outstanding billings (consumption, subscriptions, minimum expenditure e.t.c.).
- List of all members in account number sequence.
- List of all members category wise and account number sequence.

- Yearly member statement of account showing account movement for the last 12 months.
- Statements of accounts.
- Centralized Reporting on all sales and collections made at cost centers
- Statistical Reports on member spending habits

Fixed Assets Management

- Asset description
- Cost of Asset
- Acquisition date
- Depreciation method
- Accumulated depreciation.
- Tag no. or Asset no that is system generated in case of asset tagging.

Fixed assets Features

- Ability to create and maintain a full register of the organization's assets by FA classification and FA Location
- Ability to obtain the information pertaining to a particular fixed asset
- Supplier and warranty information of each equipment.
- No limitation in the no. of equipment per location
- Ability to move asset from one location to another and track the movement.
- Support Fixed Assets Disposal, Write off, Transfer and Revaluation.
- Automated calculation of profit/Loss on disposal, revaluation surplus/deficit.
- Assets be integrated to the General Ledger and a Maintenance Management Module to keep track of the maintenance history of the particular asset.
- Supports more than one method of depreciation process e.g Straight line & Reducing balance method
- Ability to maintain Insurance policy pertaining to individual fixed asset
- Provides interface capability to the General Ledger & Maintenance Management Module
- Software to support management of leased assets.

- Provides comprehensive reports and on-line screen enquiry.
- System to automatically run the depreciation charges on a monthly basis.
- Maintain record of repairs & service made to the machines,
- Maintain a linkage between Specific assets & Profit and loss items to provide reports on their efficient and effective usage.

Point of Sale

- Menu Driven POS
- To include the following in the Printed Member bills:
 - o Account No & Name
 - o Date & Time
 - o Waiter's Name
 - o Product ordered and quantity
 - o Outstanding balance to date
 - o Breakdown of tax (16%VAT, 2%Catering Levy, Other)
- Support handheld devices that let waitstaff capture accurate orders without leaving the dining room
- Print KOT to the Bar, Kitchen & Kitchenette
- Display member available balance
- Ability to perform day close.
- Automatic log-off when left idle after a specified time by user.
- User to log in using password/card
- Using member card to access member accounts
- Ability to load guest cards, retain deposit, refund payments & print statements from reception. Guest card receipt to guest name.
- Support the swiping of credit/debit cards at the customer tableside.
- System to be compatible with our current Hybrid chip& RFID Cards

HR Module

The HR module should support the following:

- Employee time & Attendance
- Employee Records
- Payroll: be integrated with finance module
- Leave Management
- Performance Appraisal Management.
- Electronic document filing: to help track employee capacity and qualifications
- Evaluations
- Training and development records
- Incidents and Reporting
- Benefits (pension, group life and medical) administration
- Relocation and retirement of staff
- Costing the outstanding leave days-connect with Finance Module
- Job groups/categorization
- Management of unionisable and non-unionisable staff details.
- Employee data sorting in terms of gender to enable assess the gender equality factor.
- Sifting of data in age brackets.

Payroll Module

The payroll module should capture the following details:

- Basic payroll set up
- Employee personal payment detail
- Basic Payments
- Allowances
- Compliance with PAYE tables
- Application of Tax Relief types

- Surplus related pay
- Statutory deduction
- Pension contributions deduction
- Voluntary deductions
- Cooperative Sacco Management
- Multi bank account facility
- Multi bank branch facility
- Payslips
 - Bank payment details report
- Payroll statutory reports
- Payroll summary reports
- Payroll detailed reports
- P9, P10, i-tax reports
- Payroll master file.

The Admin Module

The system administration module should support the following functionality:

- Ability to setup user groups based on the business user profile defined by Vetlab
- Ability to define password policies for each individual user
- Ability for the system to log of a user if not in use after a specified period of time
- Ability to generate a log off all users logging in the system (and ability to force logout a user where need arises).
- Ability to display the log of all unsuccessful login attempts along with the client IP and date time stamp
- Ability to display the reason for failure to log in
- Ability to have an audit log to display the history of all security related data addition/modification along with the corresponding user id and date stamp.

- Ability to define standard roles meant for employees according to the various business groups.

Ability to attach individual users to the roles defined.

- Have administration masters to maintain all the set ups and parameters.
- Have a set-up of standard user types so that new users can be added easily.
- Have access rights definition and administration according to defined user roles and/or authorization levels.
- Comprehensive audit trailing (tracking of activities and their originators, changes in documents) that fulfils corresponding regulatory requirements