

**TENDER DOCUMENT FOR PROCUREMENT OF SERVICES**

**SUPPLY, INSTALLATION AND COMMISSIONING OF AN  
ENTERPRISE ELECTRONIC DOCUMENT MANAGEMENT  
SYSTEM (EDMS) FOR THE KENYA BANKERS**

**TKB/ADM/EDMS-01/2023**

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## SECTION I: INVITATION

**TENDER NO. TKB/ADM/EDMS-01/2023**

**TENDER NAME: SUPPLY, INSTALLATION AND COMMISSIONING OF AN  
ENTERPRISE ELECTRONIC DOCUMENT MANAGEMENT SYSTEM**

1.1 THE KENYA BANKERS, (herein referred to as) now invites sealed bids from bidders who are technically and financially capable for **SUPPLY, INSTALLATION AND COMMISSIONING OF AN ENTERPRISE ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS)**

1.2 A complete tender document may be downloaded for free from [www.kenyabankers.coop](http://www.kenyabankers.coop)  
Prices quoted should be inclusive of all taxes and delivery costs, must be expressed in Kenya shillings.

1.3 Interested eligible candidates may obtain further information and inspect the tender documents online from **12.00 NOON WEDNESDAY, 22<sup>nd</sup> MARCH 2023.**

1.4 **Tenderers** shall be required to submit Tender Security of 2% of the tender sum as indicated in the Form of Tender in form of guarantee from a reputable bank or from an insurance company approved by PPRA payable to the Chief Executive Officer, **The Kenya Bankers.**

1.5 Deadline for submission is on or before **12.00 P.M WEDNESDAY 5<sup>th</sup> April, 2023.** Tenders will be opened immediately thereafter in the presence of the candidates or their representatives who choose to attend at **The Kenya Bankers** Board Room.

1.6 Canvassing or lobbying for the tender shall lead to automatic disqualification.

## **SECTION II INSTRUCTIONS TO TENDERERS**

### **2.1 Eligible Tenderers**

2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Appendix to Instructions to Tenderers. Successful tenderers shall complete the supply, installation and commissioning of the equipment by the intended completion date specified in the tender documents.

2.1.2 The procuring entity's employees, committee members, board members and their relatives (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 131 of the Act.

2.1.3 Tenderers shall provide the qualification information statement that the tenderer (including all members of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring entity to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this Invitation for tenders.

2.1.4 Tenderers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

### **2.2 Eligible Equipment**

2.2.1 All equipment to be supplied and installed under the contract shall have their origin in eligible source countries.

2.2.2 For purposes of this clause, "origin" means the place where the equipment(s) are produced. Goods are produced when, through manufacturing, processing, or substantial and

major assembly of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

2.2.3 The origin of equipment is distinct from the nationality of the tenderer and shall be treated thus in the evaluation of the tender.

## **2.3 Cost of Tendering**

2.3.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and the procuring entity, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

2.3.2 The price to be charged for the tender document shall be NIL.

2.3.3 The procuring entity shall allow the tenderer to review the tender document free of charge.

## **2.4 Contents of Tender Document**

2.4.1 The tender document comprises the documents listed below, and addendum issued in accordance with clause 2.6 of these instructions to tenderers.

- a. Invitation to Tender
- b. Instructions to Tenderers
- c. General Conditions of Contract
- d. Special Conditions of Contract
- e. Schedule of requirements
- f. Technical Specifications
- g. Tender Form and Price Schedules
- h. Tender Security Form

- i. Contract Form
- j. Performance Security Form
- k. Bank Guarantee for Advance Payment Form
- l. Manufacturer's Authorization Form
- m. Confidential Business Questionnaire Form
- n. Declaration form

2.4.2 The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

## **2.5 Clarification of Tender Documents**

2.5.1 The Sacco will only respond to requests for clarification received earlier than seven (7) days prior to the deadline for submission of tenders. Copies of the Sacco's response will be forwarded to all persons issued with tendering documents, including a description of the inquiry, but without identifying its source.

## **2.6 Amendment of Tender Documents**

2.6.1 At any time prior to the deadline for submission of tender, the procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.

2.6.2 All prospective tenderers that have obtained the tender documents will be notified of the amendment in writing or by post and will be binding on them.



2.6.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Procuring entity, at its discretion, may extend the deadline for the submission of tenders.

## **2.7 Language of Tender**

2.7.1 The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchange by the tenderer and the Procuring entity, shall be written in English language, provided that any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

## **2.8 Documents Comprising the Tender**

2.8.1 The tender prepared by the tenderers shall comprise the following components.  
a Tender Form and a Price Schedule completed in accordance with paragraph 2.9, 2.10 and 2.11 below.

- (a) documentary evidence established in accordance with paragraph 2.12 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted.
- (b) documentary evidence established in accordance with paragraph 2.13 that the goods and ancillary services to be supplied by the tenderer are eligible goods and services and conform to the tender documents; and
- (c) tender security furnished in accordance with paragraph 2.14.
- (d) Confidential Business Questionnaire

## **2.9 Tender Form**

2.9.1 The tenderer shall complete the Form of Tender and the appropriate Price Schedule furnished in the tender documents, indicating the equipment to be supplied, installed and commissioned and a brief description of the equipment, their country of origin, quantity, and prices.

## **2.10 Tender Prices**

2.10.1 The tenderer shall indicate on the appropriate Price Schedule the unit prices where applicable and total tender price of the equipment and installation it proposes to supply under the contract.

2.10.2 Prices indicated on the Price Schedule shall be entered separately in the following manner:

(i) the price of the equipment quoted EXW (ex-works, ex-factory, ex warehouse, ex showroom, or off-the-shelf, as applicable), including all customs duties and sales and other taxes already paid or payable:

(ii) charges for inland transportation, insurance, and other local costs incidental to delivery of the goods to their destination; and

(iii) installation charges shall also be indicated separately for each equipment.

2.10.3 Prices quoted by the tender shall remain fixed during the Tender's performance of the contract. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.22 unless otherwise agreed by the parties.

## **2.11 Tender Currencies**

2.11.1 Prices shall be quoted in the following currencies:

- (a) For equipment that the tenderer will supply from within Kenya, the prices shall be quoted in Kenya Shillings; and
- (b) For equipment that the tenderer will supply from outside Kenya, the prices may be quoted in US Dollars or in another freely convertible currency.
- (c) Cost of installation and commissioning will be in Kenya Shillings.

## **2.12 Tenderers Eligibility and Qualifications**

2.12.1 Pursuant to paragraph 2.1. the tenderers shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if its tender is accepted.

2.12.2 The documentary evidence of the tenderers eligibility to tender shall establish to the Procuring entity's satisfaction that the tenderer, at the time of submission of its tender, is from an eligible source country as defined under paragraph 2.1.

2.12.3 The documentary evidence of the tenderers qualifications to perform the contract if its tender is accepted shall establish to the Procuring entity's satisfaction.

- (a) that, in the case of a tenderer offering to supply equipment under the contract which the tenderer did not manufacture or otherwise produce, the tenderer has been duly authorized by the equipment, Manufacturer or producer to supply the equipment.
- (b) that the tenderer has the financial, technical, and production capability necessary to perform the contract.
- (c) that, in the case of a tenderer not doing business within Kenya, the tenderer is or will be (if awarded the contract) represented by an Agent in Kenya equipped, and able to carry out the Tenderer's maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications.

## **2.13 Goods Eligibility and Conformity to Tender Document**

2.13.1 Pursuant paragraph 2.2 of this section, the tenderer shall furnish, as part of its tender documents establishing the eligibility and conformity to the tender documents of all equipment which the tenderer proposes to supply under the contract.

2.13.2 The documentary evidence of the eligibility of the goods shall consist of statement in the Price Schedule of the country of origin of the goods and services offered which shall be confirmed by a certificate of origin issued at the time of shipment.

2.13.3 The documentary evidence of conformity of the equipment to the tender documents may be in the form of literature, drawings, and data, and shall consist of:

- a) a detailed description of the essential technical and performance characteristic of the equipment
- b) a list giving full particulars, including available source and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the equipment for a period of two (2) years, following commencement of the use of the equipment by the Procuring entity; and
- c) a clause-by-clause commentary on the Procuring entity's Technical Specifications demonstrating substantial responsiveness of the goods and service to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.

2.13.4 For purposes of the commentary to be furnished pursuant to paragraph 2.13.3(c) above, the tenderer shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated by the Procurement entity in its Technical Specifications, are intended to be descriptive only and not restrictive. The tenderer may substitute alternative standards, brand names, and/or catalogue numbers in its tender, if it demonstrates to the Procurement entity's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

## **2.14 Tender Security**

2.14.1 The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Appendix to Instructions to Tenderers.

2.14.2 The tender security shall be in the amount not exceeding 2 percent of the tender price.

2.14.3 The tender security is required to protect the Procuring entity against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.14.7

2.14.4 The tender security shall be denominated in Kenya Shillings or in another freely convertible currency, and shall be in the form of:

- a) Cash
- b) A bank guarantees.
- c) Such insurance guarantee approved by the Authority.
- d) Letter of credit.

2.14.5 Any tender not secured in accordance with paragraph 2.14.1 and 2.14.3 will be rejected by the Procuring entity as non-responsive, pursuant to paragraph.

2.22

2.14.6 Unsuccessful Tenderer's tender security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of tender validity prescribed by the Procuring entity.

2.14.7 The successful Tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.27 and furnishing the performance security, pursuant to paragraph 2.28.

2.14.8 The tender security may be forfeited:

- a) if a tenderer withdraws its tender during the period of tender validity specified by the procuring entity on the Tender Form; or
- b) in the case of a successful tenderer, if the tenderer fails:
  - i) to sign the contract in accordance with paragraph 2.27
  - 1. or
  - ii) to furnish performance security in accordance with paragraph 2.28
- c) If the tenderer rejects correction of an arithmetic error in the tender.

## **2.15 Validity of Tenders**

2.15.1 Tenderers shall remain valid for 90 days or as specified in the tender documents after date of tender opening prescribed by the Procuring entity, pursuant to paragraph 2.20. A tender valid for a shorter period shall be rejected by the Procuring entity as non-responsive.

2.15.2 In exceptional circumstances, the Procuring entity may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided under paragraph 2.14 shall also be suitably extended. A tenderer may refuse the request without forfeiting its tender security. A tenderer granting the request will not be required nor permitted to modify its tender.

## **2.16 Format and Signing of Tender**

2.16.1 The Procuring entity shall prepare two copies of the tender, clearly marking each "ORIGINAL TENDER" and "COPY OF TENDER," as appropriate. In the event of any discrepancy between them, the original shall govern.

2.16.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, except for unamended printed literature, shall be initialed by the person or person signing the tender.

2.16.3 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

## **2.17 Sealing and Marking of Tenders**

2.17.1 The Tenderer shall seal the original and each copy of the tender in separate envelopes, duly marking the envelopes as "ORIGINAL" and "COPY." The envelopes shall then be sealed in an outer envelope.

2.17.2 The inner and outer envelopes shall:

- a) be addressed to the Procuring entity at the address given on the Invitation to Tender.
- b) bear the tender number and name in the Invitation to Tender and the words.

**"DO NOT OPEN BEFORE 12.00PM on APRIL 5<sup>th</sup>, 2023.**

2.17.3 The inner envelopes shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared "late".

2.17.4 If the outer envelope is not sealed and marked as required by paragraph 2.17.2, the Procuring entity will assume no responsibility for the tender's misplacement or premature opening.

## **2.18 Deadline for Submission of Tenders**

Tenders must be received by the Procuring entity at the address specified under paragraph 2.5.1 not later than **12.00PM on 5th April 2023**.

2.18.1 The Procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.6, in which case all rights and obligations of the Procuring entity and candidates previously subject to the deadline will therefore be subject to the deadline as extended.

2.18.2 Bulky tenders which will not fit in the tender box shall be received by the procuring entity as provided for in the Appendix.

## **2.19 Modification and Withdrawal of Tenders**

2.19.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by the Procuring entity prior to the deadline prescribed for submission of tenders.

2.19.2 The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.17. A withdrawal notice may also be sent by cable, telex but followed by a signed confirmation copy, postmarked no later than the deadline for submission of tenders.

2.19.3 No tender may be modified after the deadline for submission of tenders.

2.19.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.14.7



## **2.20 Opening of Tenders**

2.20.1 The Sacco will open all tenders in the presence of tenderers or their representatives who choose to attend, on **12.15PM on 7th March 2023**.

2.20.2 The tenderers' representatives who are present shall sign a tender opening register evidencing their attendance.

2.20.3 The tenderers' names, tender modifications or withdrawals, tender prices, discounts and the presence or absence of requisite tender security and such other details as the Procuring entity, at its discretion, may consider appropriate, will be announced at the opening.

2.20.4 The Procuring entity will prepare minutes of the tender opening.

## **2.21 Clarification of Tenders**

2.21.3 To assist in the examination, evaluation and comparison of tenders the Procuring entity may, at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.

2.21.4 Any effort by the tenderer to influence the Procuring entity in the Procuring entity's tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers' tender.

## **2.22 Preliminary Examination and Responsiveness**

2.22.3 The Procuring entity will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been

furnished, whether the documents have been properly signed, and whether the tenders are generally in order.

2.22.4 Arithmetic errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the candidate does not accept the correction of the errors, its tender will be rejected, and its tender security may be forfeited. If there is a discrepancy between words and figures the amount in words will prevail.

2.22.5 The Procuring entity may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or effect the relative ranking of any tenderer.

2.22.6 Prior to the detailed evaluation, pursuant to paragraph 2.23 the Procuring entity will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one, which conforms to all the terms and conditions of the tender documents without material deviations. The Procuring entity's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

2.22.7 If a tender is not substantially responsive, it will be rejected by the Procuring entity and may not subsequently be made responsive by the tenderer by correction of the non-conformity.

## **2.23 Conversion to Single Currency**

2.23.3 Where other currencies are used, the Procuring Entity will convert those currencies to Kenya Shillings using the selling exchange rate on the date of tender closing provided by the Central Bank of Kenya.

## **2.24 Evaluation and Comparison of Tenders**

2.24.3 The Procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.22.

2.24.4 The Procuring entity's evaluation of a tender will exclude and not consider;

- (a) in the case of equipment manufactured in Kenya or equipment of foreign origin already located in Kenya, sales and other similar taxes, which will be payable on the goods if a contract is awarded to the tenderer and;
- (b) Any allowance for price adjustment during the period of execution of the contract, if provided in the tender.

2.24.5 The comparison shall be of the ex-factory/ex-warehouse/off-the-shelf price of the goods offered from within Kenya, such price to include all costs, as well as duties and taxes paid or payable on components and raw material incorporated or to be incorporated in the goods.

2.24.6 The Procuring entity's evaluation of a tender will consider, in addition to the tender price and the price of incidental services, the following factors, in the manner and to the extent indicated in paragraph 2.23.5 and in the technical specifications:

1. delivery and installation schedule offered in the tender.
2. deviations in payment schedule from the specifications in the Special Conditions of Contract.
3. the cost of components, mandatory spare parts and service.
4. the availability in Kenya of spare parts and after-sales service for the equipment offered in the tender.

2.24.7 Pursuant to paragraph 2.24.4 the following evaluation methods will be applied.

(a) *Delivery schedule*

The Procuring entity requires that the equipment under the Invitation for tenders shall be delivered at the time specified in the Schedule of Requirements. Tenders offering deliveries longer than the procuring entity's required delivery time will be treated as non-responsive and rejected.

(b) *Deviation in payment schedule*

Tenderers shall state their tender price for the payment of schedule outlined in the special conditions of contract. Tenders will be evaluated based on this base price. Tenderers are, however, permitted to state an alternative payment schedule and indicate the reduction in tender price they wish to offer for such alternative payment schedule. The Procuring entity may consider the alternative payment schedule offered by the selected tenderer.

(c) *Spare parts and after sales service facilities*

Tenderers must offer items with service and spare parts back-up. Documentary evidence and locations of such back-up must be given. Where a tenderer offers items without such back-up in the country, he must give a documentary evidence and assurance that he will establish adequate back-up for items supplied.

2.24.8 The tender evaluation committee shall evaluate the tender within 30 days of the validity period from the date of opening the tender.

2.24.9 Preference where allowed in the evaluation of tenders, shall not exceed 15%.

## **2.25 Contacting the Procuring Entity**

2.25.3 Subject to paragraph 2.21 no tenderer shall contact the Procuring entity on any matter related to its tender, from the time of the tender opening to the time the contract is awarded.

2.25.4 Any effort by a tenderer to influence the Procuring entity in its decisions on tender, evaluation, tender comparison, or contract award may result in the rejection of the Tenderer's tender.

## **2.26 Award of Contract**

### (a) Post-Qualification

2.26.3 In the absence of pre-qualification, the Procuring entity will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.

2.26.4 The determination will consider the tenderer financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the tenderer's qualifications submitted by the tenderer, pursuant to paragraph 2.12.3 as well as such other information as the Procuring entity deems necessary and appropriate.

2.26.5 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the Procuring entity will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

### (b) Award Criteria

2.26.6 The Procuring entity will award the contract to the successful tenderer(s) whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

2.26.7 To qualify for contract awards, the tenderer shall have the following:

- a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured – as outlined in the Technical Specifications for Tenderers Reference in Envelope A.
- b) Legal capacity to enter a contract for procurement.
- c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
- d) Shall not be debarred from participating in public procurement.

(c) Procuring Entity's Right to Accept or Reject Any or All Tenders

2.26.8 The Procuring entity reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderer of the grounds for the procuring entity's action.

2.26.9 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.26.10 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.26.11 A tenderer who gives false information in the tender document about is qualification or who refuses to enter a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

## **2.27 Notification of Award**

2.27.3 Prior to the expiration of the period of tender validity, the Procuring entity will notify the successful tenderer in writing that its tender has been accepted.

2.27.4 The notification of award will signify the formation of the Contract but will have to wait until the contract is finally signed by both parties. Simultaneous other tenderers shall be notified that their tenders have not been successful.

2.27.5 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 2.29, the Procuring entity will simultaneously inform the other tenderers that their tenders have not been successful.

## **2.28 Signing of Contract**

2.28.3 At the same time as the Procuring entity notifies the successful tenderer that its tender has been accepted, the procuring entity will simultaneously inform the other tenderers that their tenders have not been successful.

2.28.4 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the Procuring entity.

2.28.5 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

## **2.29 Performance Security**

2.29.3 Within Thirty (30) days of the receipt of notification of award from the Procuring entity, the successful tenderer shall furnish the performance security in accordance with the

Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form acceptable to the Procuring entity.

2.29.4 Failure of the successful tenderer to comply with the requirements of paragraph 2.28 or paragraph 2.29 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event the Procuring entity may make the award to the next lowest evaluated

### **2.30 Corrupt or Fraudulent Practices**

2.30.3 The procuring entity requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has and will not be involved in corrupt or fraudulent practices.

2.30.4 The Procuring entity will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

2.30.5 Further a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public Procurement in Kenya.

### **APPENDIX TO INSTRUCTIONS TO TENDERERS**

The following information regarding the particulars of the tender shall complement supplement or amend the provisions of the instructions to tenderers. Wherever there is a conflict between the provision of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers.

<b>ITT</b>	<b>Particulars of appendix to instructions to tenderers:</b>
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2.1.1	Particulars of eligible tenderers: This tender is open to bidders with proven financial and technical capability to provide an Electronic Document Management System
2.3.2	Price to be charged for manual tender documents. <b>NONE</b>
2.10	Particulars of other currencies allowed. <b>None</b>
2.11	Particulars of eligibility and qualifications documents of evidence required. <b>Refer the Evaluation Criteria</b>
2.15	Validity of Tenders: <b>Tenders Shall remain valid for 120 days up from date of opening</b>
2.17.1	The bidder shall seal the original and copy of the tender in separate envelopes duly marked "ORIGINAL" and "COPY". The envelopes shall then be sealed in an outer envelope addressed to The Secretary, THE KENYA BANKERS P.O Box Private Nairobi. The Bulky tenders which do not fit in the tender box shall be delivered to the Procurement Unit.

2.22

**Evaluation Criteria****a) Preliminary Evaluation - Mandatory Requirements (MR)**

<b>No.</b>	<b>Documents to be submitted</b>	<b>YES/NO</b>
MR1	Copy of certificate of Registration/Incorporation	
MR 2	Copy of Valid Tax Compliance certificate	
MR 3	Copy of valid PIN/VAT	
MR 4	Dully filled, signed and stamped Confidential Business Questionnaire in format provided	
MR 5	Price Schedule in the format provided	
MR 6	Filled and signed Form of Tender in the Format provided	
MR 7	Manufacturer's Authorization or Dealership Agreement	
MR 8	Filled, signed and stamped declaration that the bidder is not debarred from participating in Public Procurement in the format provided	
MR9	Filled, signed and stamped declaration that they will not engage in any corrupt practice in the format provided	
MR10	Valid Business Permit from the county government	

**Note: Only bids meeting all the above requirements shall proceed to technical evaluation**

**N.B: MUST have all pages in the whole document SERIALIZED and INITIALIZED**

2.24.1

**b) Technical Evaluation Criteria**

Description of Criteria	Score (%)
<p>Managerial and Key Personnel Competency Profiles</p> <p>i) Organizational Chart=@ 2 marks</p> <p><b>Qualification of Key Staff and Capacity to deliver goods/service:</b></p> <p>i. Manager: Must have master's degree in project management or any IT related field (Attach CVs and relevant Certificates) Experience of the team leader in the implementation of EDMS must have 5 years of experience, 1mark for each year (Total 4 marks)</p> <p>ii. 2 Technical Staffs BSC Degree in Computer Science or related Degree (Attach CVs and relevant Certificates) 3 marks.</p> <p>iii. Experience in the implementation of EDMS for each staff with 3 years' experience = 3 marks</p>	<p>10</p>
<p>Financial Resources</p> <p>i. Firm's Audited financial accounts for the last 2 years. (Not older than 2016) = 4@ 2 (5marks Financial Ratios to be Evaluated:</p> <p>ii. Liquidity ratios: CA/CL <math>\geq</math> 1:1 = 3 marks CA/CL <math>\geq</math> 0.5:1 = 3 marks CA/CL &lt; 0.5 = 2 marks</p> <p>iii. Profitability ratios 10% and above = 3 marks 5% - 9% = 3 marks Below 5% - 2 marks</p>	<p>10</p>

	<p>Proof of the Firm's Experience in the implementation of EDMS</p> <p>Years of Experience in EDMS implementation</p> <ul style="list-style-type: none"> <li>i. Below 2 Years' experience = 0 marks</li> <li>ii. 2-5 years' experience = @ 3 marks</li> <li>iii. Five years and above = @ 5 marks</li> </ul>	5
	<p>Proof of the Firm's Reputation as having implemented EDMS to Four reputable organizations specially to banks and Saccos:</p> <ul style="list-style-type: none"> <li>i. Please provide certified letters of reference from four major clients as proof of implementation of EDMS include contact person, address and telephone numbers. Generic letters will not be acceptable.</li> </ul> <p>Four Reference Letters- 10 Marks 4 LPOs or contracts for similar work- 20</p>	30
<b>2.26.6</b>	<p>Project Work plan and implementation methodology:</p> <ul style="list-style-type: none"> <li>i. Each bidder must demonstrate in steps and sequences, the processes it will take to implement the EDMS =@ 5 marks</li> <li>ii. In each stage, the bidder must provide the challenges and how to overcome them during the implementation = @ 2.5 marks</li> <li>iii. The bidder must indicate the risks each challenge may pose if not addressed during implementation stage= @ 2.5 marks</li> </ul>	5
<b>2.29.1</b>	<p>The bidder is expected to duly complete Technical &amp; Functional Specifications on page 6.3 schedule of requirements and deliverables on page 40 to 52.</p>	40
	<p>TOTAL MARKS</p>	100

2.30.1

**NOTE: PASS MARK IS 70%**

**c) Financial Evaluation:**

The lowest evaluated Financial Proposal ( $F_m$ ) is given the maximum financial score, ( $S_f$ ) of 100.

The formula for determining the financial scores ( $S_f$ ) of all other Proposals is calculated as follows:

$S_f = 100 \times F_m / F$ , in which " $S_f$ " is the financial score, " $F_m$ " is the lowest price, and " $F$ " the price of the proposal under consideration.

**Award Criteria**

The overall bid will be based on the combined score, that is the weights given to the Technical (T) and Financial (P) Proposals are:

$T = 0.8$  and

$P = 0.2$

Proposals are ranked according to their combined technical ( $S_t$ ) and financial ( $S_f$ ) scores using the weights ( $T =$  the weight given to the Technical Proposal;  $P =$  the weight given to the Financial Proposal;  $T + P = 1$ ) as following:  $S = S_t \times T\% + S_f \times P\%$ .

**Performance Security**

Performance Security shall be 5% of the contract sum in form of a bank guarantee

## **SECTION III - GENERAL CONDITIONS OF CONTRACT**

### **3.1 Definitions**

3.1.1 In this Contract, the following terms shall be interpreted as indicated: -

- (a) "The Contract" means the agreement entered into between the Procuring entity and the tenderer, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) "The Contract Price" means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations.
- (c) "The Goods" means all of the equipment, machinery, and/or other materials, which the tenderer is required to supply to the Procuring entity under the Contract.
- (d) "The Procuring entity" means the organization purchasing the Goods under this Contract.
- (e) "The Tenderer" means the individual or firm supplying the Goods under this Contract.

### **3.2 Application**

3.2.1 These General Conditions shall apply in all Contracts made by the Procuring entity for the procurement installation and commissioning of equipment to the extent that they are not superseded by provisions of other part of contract.

### **3.3 Country of Origin**

3.3.1 For purposes of this clause, "Origin" means the place where the Goods were mined, grown or produced.

3.3.2 The origin of Goods and Services is distinct from the nationality of the tenderer and will be treated thus in the evaluation of the tender.

### **3.4 Standards**

3.4.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications.

### **3.5 Use of Contract Documents and Information**

3.5.1 The Candidate shall not, without the Procuring entity's prior written consent, disclose the Contract, or any provision therefore, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring entity in connection therewith, to any person other than a person employed by the tenderer in the performance of the Contract.

3.5.2 The tenderer shall not, without the Procuring entity's prior written consent, make use of any document or information enumerated in paragraph 3.5.1 above.

3.5.3 Any document, other than the Contract itself, enumerated in paragraph 3.5.1 shall remain the property of the Procuring entity and shall be returned (all copies) to the Procuring entity on completion of the Tenderer's performance under the Contract if so required by the Procuring entity.

### **3.6 Patent Rights**

3.6.1 The tenderer shall indemnify the Procuring entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Procuring entity's country.

### **3.7 Performance Security**

3.7.1 Within twenty-eight (28) days of receipt of the notification of Contract award, the successful tenderer shall furnish to the Procuring entity the performance security where applicable in the amount specified in Special Conditions of Contract.

3.7.2 The proceeds of the performance security shall be payable to the Procuring entity as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.

3.7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the procuring entity and shall be in the form of

- a) Cash
- b) Bank guarantee
- c) Such insurance guarantee approved by THE KENYA BANKERS
- d) Letter of credit

3.7.4 The performance security will be discharged by the Procuring entity and returned to the Candidate not later than thirty (30) days following the date of completion of the Tenderer's performance obligations under the Contract, including any warranty obligations, under the Contract.

### **3.8 Inspection and Tests**

3.8.1 The Procuring entity or its representative shall have the right to inspect and/or to test the equipment to confirm their conformity to the Contract specifications. The Procuring entity shall notify the tenderer in writing in a timely manner, of the identity of any representatives retained for these purposes.

3.8.2 The inspections and tests may be conducted in the premises of the tenderer. All reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Procuring entity.

3.8.3 Should any inspected or tested equipment fail to conform to the Specifications, the Procuring entity may reject the equipment, and the tenderer shall either replace the rejected equipment or make alterations necessary to make specification requirements free of costs to the Procuring entity.



3.8.4 The Procuring entity's right to inspect test and where necessary, reject the equipment after the equipment arrival and installation shall in no way be limited or waived by reason of the equipment having previously been inspected, tested and passed by the Procuring entity or its representative prior to the equipment delivery.

3.8.5 Nothing in paragraph 3.8 shall in any way release the tenderer from any warranty or other obligations under this Contract.

### **3.9 Packing**

3.9.1 The tenderer shall provide such packing and packaging of the equipment as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract.

3.9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract

### **3.10 Delivery and Documents**

3.10.1 Delivery of the equipment, documents and installation of the same shall be made by the tenderer in accordance with the terms specified by Procuring entity in its Schedule of Requirements and the Special Conditions of Contract

### **3.11 Insurance**

3.11.1 The equipment supplied under the Contract shall be fully insured against loss or damage incidental to manufacturer or acquisition, transportation, storage, and delivery in the manner specified in the Special conditions of contract.

### **3.12 Payment**

3.12.1 The method and conditions of payment to be made to the tenderer under this Contract shall be specified in Special Conditions of Contract

3.12.2 Payments shall be made promptly by the Procuring entity as specified in the contract.

### **3.13 Prices**

3.13.1 Prices charged by the tenderer for equipment delivered and installation performed under the Contract shall not, with the exception of any price adjustments authorized in Special Conditions of Contract, vary from the prices by the tenderer in its tender.

3.13.2 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)

3.13.3 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.

3.13.4 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

### **3.14. Assignment**

The tenderer shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Procuring entity's prior written consent.

### **3.15. Subcontracts**

3.15.1 The tenderer shall notify the Procuring entity in writing of all subcontracts awarded under this Contract if not already specified in the tender. Such notification, in the original tender or later, shall not relieve the tenderer from any liability or obligation under the Contract.

### **3.16. Termination for Default**

3.16.1 The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part;

- (a) if the tenderer fails to deliver any or all of the equipment within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity,
- (b) if the tenderer fails to perform any other obligation(s) under the Contract
- (c) if the tenderer, in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

3.16.2 In the event the Procuring entity terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, equipment similar to those undelivered, and the tenderer shall be liable to the Procuring entity for any excess costs for such similar equipment.

### **3.17. Liquidated Damages**

3.17.1 If the tenderer fails to deliver and/or install any or all of the items within the period(s) specified in the contract, the procuring entity shall, without prejudice to its other remedies under the contract, deduct from the contract prices liquidated damages sum equivalent to 0.5% of the delivered price of the delayed items up to a maximum deduction of 10% of the delayed goods. After this the tenderer may consider termination of the contract.

### **3.18. Resolution of Disputes**

3.18.1 The procuring entity and the tenderer shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.

3.18.2 If, after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

### **3.19. Language and Law**

3.19.1 The language of the contract and the law governing the contract shall be English language and the Laws of Kenya respectively unless otherwise specified in the SCC.

### **3.20. Force Majeure**

3.20.1 The Tenderer shall not be liable for forfeiture of its performance security or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

### **3.21 Notices**

3.21.1 Any notice given by one party to the other pursuant to this contract shall be sent to other party by post or by fax or Email and confirmed in writing to the other party's address specified.

3.21.2 A notice shall be effective when delivered or on the notices effective date, whichever is later.

## SECTION IV - SPECIAL CONDITIONS OF CONTRACT

4.1 special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, between the GCC and the SCC, the provisions of the SCC herein shall prevail over these in the GCC.

4.2 Special conditions of contract as relates to the GCC.

REFERENCE OF GCC	SPECIAL CONDITIONS OF CONTRACT
4.1	Performance Security shall be 5% of the contract sum.
4.2	<p>The vendor shall provide for System upgrade patches compatible with the existing Operating Systems at no extra cost.</p> <p>The contractor shall be required to partner with a local firm preferably within the Country for purposes of offering after sales support.</p> <p>The ownership of data captured under the Electronic Data Management System shall remain that of THE KENYA BANKERS</p>
4.3	<p>Payments shall be made 30 days after certification of invoice as follows:</p> <ul style="list-style-type: none"> <li>i. Twenty (20) percent of the Contract Price shall be paid on the commencement date against the submission of bank guarantee advance payment for the same.</li> <li>ii. The balance shall be paid against deliverables (Milestones as agreed)</li> </ul>

4.4	<p>Resolution of disputes shall be through arbitration.</p> <p>Appointment of an Arbitrator shall be in accordance with the provisions of the Arbitration Act Cap 49 of the Laws of Kenya</p> <p>Appointment of arbitrator to be conducted as per the Arbitration Act</p>
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## SECTION V -SCOPE OF WORK

### 5.0 Scope of Project

THE KENYA BANKERS seeks the services of a qualified contractor to supply the EDMS and carry out the implementation of the EDMS and services described herein. The Contractor must demonstrate in their proposal that they fully meet the various requirements stipulated in this document.

Broadly, the contractor shall be expected to: -

- I. Undertake business process analysis to be able to guide the level of EDMS implementation and document all the processes.
- II. Provide the EDMS application software that meets the technical/solutions requirements detailed in section 5.6.9 (sections A-W). See section 5.1 for the requirements. The deliverable in this case is the Commercial Off-the-Shelf (COTS)/out-of-the box EDMS system and all the associated **quantity of software licenses**.
- III. Provide Implementation, Change Management, Project Management and Technical Support Services to guarantee 100% success of the project and subsequent continual operation of the solution (see section 5.2). The deliverables in this case are a fully working EDMS solution that meets all the identified specific business requirements and use cases and all documentation including but not limited to use case specifications, technical design specifications, user manuals, installation manuals, operational manuals etc.
- IV. Provide training services to The Sacco end users to facilitate adoption and maximum utility of the benefits afforded by the EDMS system and provide training services to The Sacco's ICT team (see section 5.3). The deliverables include trained business and technical personnel, training presentation materials in digital and hard copy forms submitted to THE KENYA BANKERS.
- V. The system shall be expected to implement workflows as listed below.
  - a) Membership- account opening e.g., auto acknowledgement.

- b) Incoming and outgoing workflow process e.g., email, online loans.
- c) Loan Processing
- d) Procurement
- e) Finance workflow processes
- f) Records Management/file tracking
- g) Any other workflow that may arise during business process analysis.

### **5.1 EDMS Software Solutions Requirements Scope**

Detailed requirements for each functional module can be found in section 5.6.9. The required workflows are indicated in section 5.0 IV (a-j). These requirements have been extrapolated from analysis of current process needs and future anticipated growth of The Sacco. The following are the modules that the system must have: -

- a)** Scanning Module
- b)** User Interface Module
- c)** Administration Module
- d)** Business process
- e)** Workflow Module
- f)** Archival Module
- g)** Forms Module
- h)** Security Module
- i)** Integration Module
- j)** Reports Module
- k)** Barcode recognition Module
- l)** Automatic Email Archive Module
- m)** Electronically Certified Documents Module

### **5.2 Implementation, Change Management and Project Management Scope**

The contractor shall undertake among others, the following services: -

- I. Provide professional advice on the best practices related to implementation of EDMS projects within the industry in which THE KENYA BANKERS operates. This includes but



not limited to content taxonomy and classification schemes, indexing, disposition and archival policies, standard form templates, standard business processes etc.

- II. Undertake analysis, design, specification, coding and testing of required system interfaces and software components required to address THE KENYA BANKERS specific requirements related to document Management, Digital Asset Management, Collaboration, Web Content Management, Enterprise search, Learning content management, Business Process/Workflow Management, Enterprise-wide business process integration, Reporting, Analytics, and Visual Data modeling.
- III. Provide specifications for development, staging, testing and production system software, database system, system hardware and communication infrastructure required for the successful delivery of the EDMS project and for the subsequent optimal operation of the EDMS system.
- IV. Configure the EDMS development environment: - infrastructure components and application software components. This includes ensuring the right configurations of the operating system, database system, peripheral devices (scanners, printers) etc.
- V. Configure the EDMS test environment: - infrastructure components and application software components. This includes ensuring the right configurations of the operating system, database system, peripheral devices (scanners, printers) etc.
- VI. Configure the product environment: - infrastructure components and application software components. This includes ensuring the right configurations of the operating system, database system, peripheral devices (scanners, printers) etc.
- VII. Lead the data migration of existing digitized documents from legacy systems into the target EDMS system.
- VIII. Provide post implementation technical support services.

### **5.3 Scope of Training Services**

- 5.3.1 The contractor must assist THE KENYA BANKERS to become self-sufficient in supporting, maintaining, managing, and utilizing the proposed EDMS solution over time.
- 5.3.2 The training program and training materials provided by the contractor must ensure that THE KENYA BANKERS employees or agents become able to manage, operate and

troubleshoot the infrastructure, application, and functional components of the solution. Various parties of THE KENYA BANKERS must also become proficient in developing and deploying the required interfaces in their respective environments.

5.3.3 The contractor must provide training and materials for the following groups of individuals: -

- a) Identified individuals to be trained as competent technical system administrators.
- b) IT application support analysts who will be competent to provide day to day technical support for the installed solutions that the contractor will implement.
- c) Non-technical functional system super users or Single Point of Contacts (SPOCs), proficient in the basic configuration and advanced usage of the various features of the system. This group of individuals will be drawn from the various business functional areas (directorates).

#### **5.4 Assumptions Pertaining to Project Scope**

5.4.1 This tender specification reflects requirements of THE KENYA BANKERS Staff within THE KENYA BANKERS will be direct/guide users of the system.

5.4.2 The Sacco anticipates a user base of 10. In time, other stakeholders within The Sacco may choose to use the EDMS system to meet their independent functional requirements. Therefore, The Sacco seeks a fully scalable system that will support users across.

5.4.4 THE KENYA BANKERS anticipates that the solution may consist of multiple instances of software able to communicate with one another as needed. For example, the document management system to store documents related to Member Loan Applications, Customer Relationship Management System (CRMS), System and other MIS.

## **5.5 THE KENYA BANKERS Current and Future Computing Environments**

### **5.5.1 Client-Side Computing Environment**

The Sacco currently has a good number of machines running on MS Windows. An EDMS platform that can be accessed on windows desktops/laptops in addition to later windows operating systems will be preferred.

### **5.5.2 Office Automation Tools**

THE KENYA BANKERS currently uses the Microsoft Office 365 for office automation.

### **5.5.3 Server-Side System Software**

Currently, THE KENYA BANKERS servers are operating on Windows Server 2012/2016. The OS supports virtualization based on VMWare. Thus any operating system that can be virtualized using VMWare can be provisioned.

### **5.5.4 Server-Side System Hardware**

THE KENYA BANKERS systems software and applications run on HP Servers.

### **5.5.5 Storage and Backup Infrastructure**

THE KENYA BANKERS utilizes an enterprise level storage that should be used for any storage of live data. The preferred EDMS solution will be highly available with a redundant infrastructure that supports automated failover in case of component failure. Load sharing based solutions will be ranked higher than hot standbys.

### **5.5.6 Communication Network Infrastructure**

The network connecting different business units is through a standardized Cisco Network infrastructure.

### **5.5.7 Identity Management Technology**

The current identity management solution facility is based on Microsoft Active Directory to provide a standard solution for user authentication. It is important that all new solutions being implemented are fully integrated to work with the security framework.

### **5.5.8 Database Technology**

MS- SQL is the preferred choice of THE KENYA BANKERS for relational database management. Other database solutions are currently used as part of the core THE

KENYA BANKERS hosted service offering, but in an effort to standardize, any solution that supports the most current version of MS- SQL in a multi-host real application clustering implementation will be preferred.

## **5.6 PROPOSAL CONTENTS (TECHNICAL CONTENTS ONLY)**

### **5.6.1 Proposed Application Software and Computing Environment**

The vendor must present, in detail, features and capabilities of the proposed application software. This part of the response is a free narrative section. The discussion should provide comprehensive information about the actual solution and services being proposed to address this tender. **The content may overlap the content provided in other sections of the response but should attempt to not directly replicate other content.** It is acceptable to refer to the detailed information and supporting tables, charts, and graphs provided in other sections of the response. In addition, the following information must be included in narrative form:

- I. **Hardware Environment:** Describe the hardware environment required to utilize the proposed software. In the event there is more than one (1) suitable hardware platform, list the best options indicating the relative strengths and drawbacks (if any) of each.
- II. **Network Environment:** Describe the network environment required to utilize the proposed software. In the event that there is more than one (1) suitable network configuration, list options indicating the relative strengths and drawbacks (if any) of each.
- III. **Operating System(s):** Identify the operating system(s) required by the proposed applications software and database management system in the hardware environment recommended above. In the event there is more than one (1) suitable operating system, list all options indicating the relative strengths and drawbacks (if any) of each.
- IV. **Database Platform(s):** The preferred database platform of the THE KENYA BANKERS is SQL Language. The vendor should identify the ideal database platform for the proposed software. In the event there is more than one (1) suitable

database platform, list all options indicating the relative strengths and drawbacks (if any) of each.

- V. **Desktop Requirements:** Identify the desktop computer hardware and software requirements to the EDMS solution. Include typical requirements for a “power occasional casual, report viewer, system administrator and work requestor.

### **5.6.2 System Security Architecture**

**5.6.2.1** The vendor must include a detailed description of the proposed solution’s security features. A description of how to secure transactions in a distributed network, over LAN, WAN, MPLS, VPN and public Internet connections must also be included.

**5.6.2.2** The vendor must also explain in-detail, the security model of the application, and describe generally the tasks required to configure and maintain application security. Explain as well if and how system security validation can be integrated with MS Active Directory.

### **5.6.3 Third-Party Products/Optional Software.**

The vendor must explicitly list and describe the name of any third-party products that are part of the proposed solution to THE KENYA BANKERS. For each third-party product there **must** be comments about whether the vendor’s contract will encompass the third-party product and/or whether THE KENYA BANKERS will have to contract on its own for the product.

### **5.6.4 Solution Implementation, Change Management and Project Management Strategies**

The implementation plan and associated cost proposal should reflect a best practice-based scenario per the proposer’s past experience and industry knowledge. The proposer’s implementation plan should include the following recommended approach: -

- (a) Solution map
- (b) A visual representation of the components and high-level IT landscape of the proposed EDMS solution. Indicate partner product integration touch points, future software modules and anticipated integration with current and future THE KENYA BANKERS

systems (current systems include Member's Online Web portal, Microsoft Dynamics ERP/CRM, Human Resource Management System, Finance and Accounting Management, Active Directory, Mobile applications, Electronic Content Messaging systems).

- (c) Project management methodology: Among other details, include your approach to managing project scope, change requirements and change orders.
- (d) Change management methodology.
- (e) Risk Management Approach: Describe your methodology of handling,
  - i. risks and issues
- (f) Proposed data migration methods and tools.
- (g) Methods for identification and capture of hard copy content
- (h) Testing Strategy: Provide details on your process for conducting unit, functional, system and integration, stress and load tests and Acceptance testing.
- (i) Project plan and timeline.
- (j) Proposed project staffing, including descriptions of roles and expertise; please detail by project phase. Note that the ratio of vendor resources to THE KENYA BANKERS staff will be determined upon detailed project resource planning, following selection of a vendor partner.

#### **5.6.5 Development and Staging Environment Hardware & Software**

The responses in this section should include detailed specifications and a rationale for the software, services and equipment for the Development, Staging and production Environments. Tenderers should include complete hardware, software and services sufficient to procure, install and configure a development and staging environment for the proposed solution on-site at THE KENYA BANKERS offices. Please note that THE KENYA BANKERS will make available the requisite hardware and hence no need to provide prices of hardware equipment.

### **5.6.6 Training Plan**

This section should outline the vendor's recommendations and plans for assisting THE KENYA BANKERS and THE KENYA BANKERS contractors to become self-sufficient in supporting, maintaining, managing and utilizing the proposed solution over time. THE KENYA BANKERS employees or agents must be able to manage, operate and troubleshoot the infrastructure components of the solution. Various parties of THE KENYA BANKERS must also become proficient in developing and deploying the required interfaces in their respective environments. The vendor **must** provide a detailed plan for train-the-trainer training, project team training, end user training and technology personnel.

This information **must** include:

- a. Clear identification of the proposed training methods (classroom, lab, mentoring, etc.), schedule and assumptions regarding prerequisite skills of the employees receiving the training. THE KENYA BANKERS is also requesting the vendor's recommendations on the number of full-time employees (FTEs) required supporting this solution.
- b. Name of third-party training resources. Vendor should identify third party partners that provide training on the use of their application.
- c. Education on the use of application and interface development tools and services included in the proposed solution.
- d. Change management processes, procedures and tools needed to host, maintain and support the solution.

### **5.6.7 Maintenance and Post Implementation Support Program.**

The tenderer should specify their plans to carry out post-implementation and support including:

- (a) Post-Implementation support (e.g., 12 months of on-site support after go-live).
- (b) Telephone support (include toll-free support hotline, hours of operation,
  - a. availability of 12 x 7 hotline, etc.)
- (c) Special plans defining "levels" of customer support (e.g., gold, silver, etc.).
- (d) Availability and locality of online groups or discussion groups.
- (e) Your escalation policy and procedures for system problems, issues, and "bugs".

- (f) Your upgrade process, path, and recent upgrade release timeframes
- (g) Your ability to assist The Sacco in recreating an operational system after any event that renders the **system completely unable to operate**. The Sacco will be implementing an off-site backup copy of the data and operational system file.

#### **5.6.8 Sample Technical Documents.**

To establish a complete and competitive proposal, tenderers must include sample copies of the following documents:

- a) Five (5) URLs for websites using the vendor's EDMS/DMS solution.
- b) Case studies focusing on document management, web content management, digital asset management, workflow management, and collaboration for past implementations of similar scope.
- c) Sample project plan for past implementation of similar scope
- d) Sample EDMS software documentation
- e) Sample business process flows to the proposed EDMS solution.



## SECTION VI - TECHNICAL SPECIFICATIONS

### 6.1 GENERAL

6.1.1. These specifications describe the basic requirements for equipment. Tenderers are requested to submit with their offers the detailed specifications, drawings, catalogues, etc. for the products they intend to supply.

6.1.2 Tenderers must indicate on the specifications sheets whether the equipment offered comply with each specific requirement.

6.1.3 All the service elements to be supplied shall not be less than those required in these specifications. Deviations from the basic requirements, if any, shall be explained in detail in writing with the offer, with supporting data such as calculation sheets, etc. The procuring entity reserves the right to reject the products, if such deviations shall be found critical to the use and operation of the products.

6.1.4 The tenderers are requested to present information along with their offers as follows;

- (i) Shortest possible delivery period of each product
- (ii) Information on proper representative and/or workshop for back-up service/repair and maintenance including their names and addresses.

### 6.2 **BACKGROUND**

6.2.1.1. The Kenya Bankers is one of the largest Saccos in Kenya. The Sacco was registered on 14th February 1975 as a savings & credit co-operative society for employees of the banking industry in the country. The society's core business is to mobilize savings from the members and thereafter on lend the same to members at affordable interest rates. These members are drawn from banks, financial/micro-financial institutions, building societies and other related institutions. The Sacco is a deposit taking society and SASRA compliant.

6.2.2 THE KENYA BANKERS would like to implement an Electronic Document Management System and digitization of approximately 3,000,000 records in order provide the following benefits;

1. Reduce or eliminate paper flow and storage throughout THE KENYA BANKERS
2. Have quick and easy access to documents and information.
3. Optimize document flow throughout THE KENYA BANKERS's administration.
4. Preserve document confidentiality and integrity.
5. Minimize instances of lost or misplaced documents
6. Eliminate duplication in filing documents.
7. Maintain consistency in filing documents.
8. Save on storage space.
9. Improve organizational productivity.

6.2.3 KENYA BANAKERS SACCO LTD requires the services of an experienced service provider to digitize and index records and to provide comprehensive user training in the use of the Electronic Document Management System for all levels of staff.

**6.3a Compliance with Technical Specification**

The compliance column of the compliance summary statement shall contain one and only one of the following acceptable compliance statements

<b>Compliance Statement</b>	<b>Meaning</b>
Fully Compliant	The offered solution service is fully compliant with the requirement of the clause as written, without any interpretation or modification. Details should be given.

Partially Compliant	The offered solution doesn't fully comply with the requirement of the clause or is still under development. The answer must clearly separate and explain the compliant part and the non-compliant part. For the non-compliant part, an alternative solution may be proposed or if under development, then roadmap item reference and general availability timeline must be provided
Not Compliant	The offered equipment/solution/service does not comply with the requirements of the clause. The Vendors are asked to give details concerning this noncompliance and the details of a possible alternative solution

### 6.3 SCHEDULE OF REQUIREMENTS AND DELIVERABLES

#### Technical Specifications:

Minimum Requirements	Compliance
<b>Mandatory Requirements</b>	
The Software architecture should follow the thin client model. With this model, the Web browser on the client side will be required to perform little, if any, data processing. The requirement is such that it MUST NOT be necessary to install anything on client machines.	
Dates: All information technologies must properly display, calculate, and transmit date data, including, but not restricted to 21st-Century date data.	
Audit Trail: Proposed solution shall provide a configurable audit trail/log that records all activities within the system both permitted and violations	

System must be able to support most commonly used database systems which include but not limited to MS- SQL, MS SQL Server.	
System shall be able to support multiple database instances.	
System must be able to handle large data files and databases no size restrictions.	
Customization: The system shall be highly customizable to suit user requirements such as report formatting & reports generation; addition of new forms, new file, new workflows and custom data types etc.	
The system must be capable of reinforcing access control to information based on user and group membership	
The proposed Document Management System shall have the ability or Functionality that defines, manages and executes workflows, send notifications based on predefined processes and allow for approvals and authorizations to be Made	
The System shall have the ability to use listeners (Output and Input Mechanisms) to automatically pick up documents from other systems and archive them.	
The Document management system should adopt a J2EE based approach so that the solution is portable to other platforms.	
The Document management System shall support separate Document or File server for better management of documents. The System shall support several servers running, Application, database and File Management software.	
The system shall support unlimited storage capacity by automatic/ manual creation of Volume disks of predefined sizes and disk labeling. At the lowest level it should have the data manager, which wills implements basic storage to physical media. The system MUST include three data managers, Magnetic, indexed blob and Blob and the data manager interface should be open to enable extension to additional storage destinations of not less than 3 and a maximum of 8, with automatic rollover capabilities.	

The system shall provide Modeler facility or a Toolbox to customize the document management user interface as per the specific functional requirements. The Toolbox should provide developers and Administrators of the system with the capability to define repositories, database fields, and folder and file templates, tasks, deadlines, queries, and security.	
<b>Functional Requirement</b>	
<b>Document &amp; Content Management – 2%</b>	
Ability to store, manage, and deploy all types of content including HTML and XML, graphics, multimedia, other types of rich media, and traditional documents created with desktop applications	
UNICODE-based server that supports content, metadata, and ability to search in any language. Also, it should be able to do multiple translations of a content asset as a single entity with rules for language specific delivery and fallback	
Capability to be configured for the Full text Indexing of the documents and indexing of the attributes of the file objects	
Ability to summarize and automatically classify content	
Hierarchical organization of documents in folders and subfolders or comparable structure for classification of information	
Hierarchical storage management for large volume of documents	
Content repository to provide a secure storage area that provides organized access to the content, regardless of the source of the content or its format	
Flexibility in storing content files in ALL known formats, including rich media or compound formats, and is easily extensible to new formats	
Ability to track attributes/ properties of each content item in the metadata form, describing the content	
Ability to use the metadata to organize the content, and users can use it to search for content that is relevant to them	
Set of attributes stored for each item should be configurable and fully extensible	

Ability to store documents in compressed formats	
Ability to define indexes/ fields that could be associated to any document	
Ability to automatically save the document in the relevant folders based on the document content captured through OCR	
Automatic selection of the location for storing a document based on its category	
Independent access to the physical storage location of the content (possibility to store the images\documents outside the application containers (document repository) or database. But in such case the system should be able to link to the reference and support the required security access controls.	
Automatically assign each document a globally unique document identification ID across multiple systems	
Provision of a public directory for storing system related configuration and user information	
Ability to import and export documents to/from the document repository in any image format (TIFF/JPEG/GIF/BMP)	
<b>Check-in &amp; Check-out, Version Control – 2%</b>	
Automatic version creation/ updating capability to control, manage, and track multiple versions of the same content	
Auto incremental sequence of revisions to a particular record	
Ability to retrieve different versions as independent documents	
Auto identification of most recent versions by system	
Ability to track major and minor document versions	
Read only access to checked-out documents	
Ability to retrieve documents deleted by users (Documents to be stored in a common repository post deletion)	
<b>Document Search and Retrieval – 2%</b>	
Supports search for files, folders on Index attribute/Metadata and Full Text	

Ability to locate documents with every occurrence of a particular word or images without printed text (e.g., in photographs or maps) Note: Organization intends to index using document classes and subclasses as defined in its filing index	
Ability to search full text documents by phrases, word proximity search, fuzzy logic, wild cards and Boolean searches	
Ability to retrieve documents based on any Metadata	
Spelling variations of words should be allowed (Parameterizable)	
Ability to search documents for a given period (till date, as of previous day, as of last week etc.)	
Can the document access (securely) on Mobile or Laptop or iPad?	
<b>Document Viewer – 2%</b>	
Supports document viewing and annotation for images, MS Office, and other different formats including PDFs	
Supports annotations including highlight, text, lines, arrows, and stamp. The annotation should not be altering the original image	
Provision of security on annotation with each annotation individually secured so that only authorized persons can view, change or delete the annotation. The viewer shall allow deletion of annotations only with proper security access	
Supports viewing document through browser-based plug-in. It should also have support for Image viewing applet for effective and platform independent image	
Supports viewing of common file formats without launching application that created them (viewers), including images i.e., able to view file formats without requiring the native application	
Facility to the user to view or “play” any electronic object types stored in the repository	
Provide for convenient page viewing features such as rotate, zoom, go to “n” page, bookmarks etc.	

Facility of viewing or taking printouts with or without annotations	
<b>Searching &amp; Web Based Client - 2%</b>	
Easy-to-use interface providing access to DMS repository and content management services within a standard browser application	
Provision for Drag and Drop functionality for ease of use	
Ability to add single/ multiple files and folders through the browser-based interface	
Accessibility from remote locations across the Internet through the web-based client	
Accessibility to document repositories through Internet Explorer, Mozilla, Google Chrome, Netscape Navigator, open source and other industry-standard browsers on the client desktop	
Accessibility to core DMS content services	
Supports multilingual content through international language packs and support for Unicode	
Describe your document linking capabilities (static, dynamic and/or other).	
Ability to search all documents from different folder based on Key index search	
<b>Document Archiving – 1%</b>	
Supports storage and archiving of various types of records by authorized personnel into folders in Magnetic Media (Hard Drives)	
<b>Document Retention and Disposal – 2%</b>	
Ability to manage retention and disposition of stored documents according to pre-defined business rules, typically involving the passage of time or the occurrence of an event allowing for automatic removal from the DMS repository & archival under a common repository	
<b>Printing – 1%</b>	
Ability to send print jobs to network printers and to print from individual printers attached to workstations, subject to proper authentications	



Supports high volume & high-speed print capabilities	
<b>Reporting – 2%</b>	
Reports on Access Rights by Module and by Folder	
Reports based on Index fields	
Cabinet Summary Report	
Data definition report	
Document creation report	
Document creation summary report	
Document data report	
Document data summary report	
Document without data definition report	
Dormant user report	
Failed login attempt report	
Folder ACL report	
Folder creation report	
Folder creation summary report	
Folder data field report	
Folder data report	
Folder data summary report	
General report	
Group privilege report	
License summary report	
Maker checker report	
User Document report	
User listing report	
User login info report	
<b>Scanning/ Capturing &amp; Index Module</b>	
<b>1. Scanning – 2%</b>	
Ability to scan supporting documents from browser and client	

Ability to scan documents or importing images, capturing application forms data and export to repository and CRM, ERP or any other core system.	
Existence of image processing libraries that support image enhancement, image recognition, image compression, image manipulation, data extraction, form processing, image view	
Provision of additional information about a document or its status without actually changing the original image. Support annotation features like stamping images with signatures for approval, stamping images with words etc.	
Existence of extensive reports & audit trail like Report on total records scanned along with associated indexes, Records exported or not exported to DMS etc.	
Web based and Client-Server architecture for scanning solutions, so that scanned documents can either be temporarily archived in a local machine before uploading to the central server or directly uploaded into the central server, depending upon availability of bandwidth and organizations policy. The proposed scanning solution should be tightly integrated with the DMS solution	
Ability to scan and index bulk documents quickly. The stages of scanning, quality check and Indexing shall be preferably mapped as stages in scanning solution. Should support automatic routing of document batches from Scan, to Indexing, to Quality Control	
Supports various image enhancements and cleanup techniques:	
DE skew, de-speckle and darkening/lightening	
Supports image capture at 150, 200, 300, 400 and 600 dots per inch	
Supports imaging of 8-1/2" x 11" and legal size, single-sided or double-sided pages (duplex on demand)	
Supports for Twain and ISIS protocols and should have the facility to scan multiple	

pages into batches for auto/manual processing, support for scanning different pages of a document at different dpi resolutions	
Automatic categorization of scanned images as different documents like application form, Supporting documents, Field report etc.	
Supports High-volume scanning in batches & facility to scan multiple pages into batches for auto/manual processing	
Ability to adjust the scanning size of the papers in batch mode for different size of paper documents automatically	
Supports export of scanned batches into DMS with Auto folder/Subfolder creation document filing & indexing on user defined fields	
Scanning interface should have a GUI based template definition module	
Template definition for document capture through scanning that contains General information, Data class and fields, Folder, and Document information	
Supports wide variety of scanners from low-speed (individual desktop units) to high-speed production scanners; flat-bed and page feed scanners	
Ability to delete, re-scan and insert pages into document before committing to disk	
Ability to generate alert/error message if the document scanned incorrectly or of poor quality	
Facility for assigning document types (as application form / age proof / residence proof etc.)	
Standard Image Operations such as rotate, invert, zoom in/ zoom-out, zoom percentage etc.	
Extensive Reports & Audit trail like Report on total records scanned along with associated indexes, Records exported or not exported to DMS etc.	
Supports all the special image enhancement functionality offered by the scanner through the driver interface	

Ability to extract data from any form, structured or unstructured. Perform the data extraction using techniques such as OMR, OCR, MICR and Barcodes. Export the data to the document management system for image retrieval	
Ability to have the reduction capability so the provision should be there to omit certain portions from the document to make scanning of the selected text	
Support for multi-page and double-sided documents as well as documents of varying sizes and paper weight.	
Support for compound documents (a collection of documents that make up a logical document and are managed as a unit).	
Support to define relationship (one-to-many/many-to-many) between set of documents or compound documents i.e., parent to child, etc.	
Support for scanned image cleanup/adjustment capabilities (noise reduction, de-speckle, de-skew, image rotation, adjust contrast, adjust for colored background). Scanner Interface should be simple and intuitive. Interface should allow operator to fully control the Scanner	
Ability to rescan and/or replace documents	
Ability to endorse pages, documents and batches	
Ability to scan color images	
Supports standard bar code fonts	
Supports multiple scanner models	
Save multiple scanners setting files (profiles)	
Ability to automatically remove blank pages while scanning.	
Ability to import TIFF and native format documents	
Allow batch import	
Ability to define Customizable batch names	
Ability to scan individual documents on an ad hoc Basis	
Ability to redefine index field tab order	
System needs to have to the capability of "date stamping" images with date scanned/captured.	

Electronic signature management - support for inserting signatures and managing records content and access	
System shall support drag-n-drop functionality for moving files & folders into the Content Management from windows explorer. The files should be saved in their native format for future retrieval and management. It should also support to capture and retain the file metadata.	
System shall support forms processing, including the ability to extract data from boxes and lines to populate databases.	
System shall allow for each version of a document to be assigned individual access control rights and metadata values.	
Integration with MS Office.	
Integration with MS Outlook. Support to drag-n-drop emails into the content management along with the email metadata.	
Maker and Checker functionality i.e. Four/Six eyes functionality. (Configurable by the Admin)	
<b>2. Indexing – 2%</b>	
Supports full-text indexing to enable users to locate any word or phrase that appears in the document and thus eliminating the need to read and manually index documents	
Supports automatic indexing through bar code recognition, OCR, MICR, CSV data from other applications	
Easy to use GUI for setting the scanning properties like indexing parameters, document and folder nomenclature, zones for data extraction etc.	
Facility to upload scanned batches from different field offices with Auto folder/Subfolder creation document filing & indexing on user defined fields	
System can be configured to automatically index files using one or more fields that always appear in the same location on the document.	
Allow full-text indexing (manual data entry)	
Allow validation of auto-recognized data	
Define user needs and requirements for indexing elements	

Design an indexing scheme (field lengths, characters, etc.)	
Design indexing procedures (such as data entry from displayed image)	
Allow user to select and view any page in the batch	
Allow user to accept, reject, suspend or delete a document (individual or from a batch)	
Allow user to accept, reject, suspend or delete a batch	
Supports automated data entry mechanisms (bar codes, batch header sheets, etc.)	
Ability to define mandatory and optional index fields.	
Allow split-screen indexing: ability to index with the image on one side and the index fields on the other.	
Ability to index images manually or automatically via Optical Character Recognition (OCR) supported templates.	
Ability to associate key words and summary information with the documents.	
Ability to categorize documents per specified classification schema and business rules.	
System shall support auto assignment and manual assignment of metadata per business rules.	
Provision to index completion with Maker and Checker.	
Provision to approve the index by checker in single and batch mode	
<b>3. Document Acquisition – 2%</b>	
Supports Bulk Import of image and electronic documents	
Ability to import draft electronic files, such as Microsoft Office suite documents	
Ability to support Automatic archival of In-coming Fax as images through an integrated functionality and shall also automatically index on required parameters.	
Supports Integration with Mail server (MS Exchange) for direct Uploading of Emails for corresponding users and indexing on user defined parameters	

Ability to automatically move e-mails stored under a specific folder within Users Mailbox to a similar folder structure created within DMS	
Supports scheduled uploading from directories i.e., Folder mapping as so that files from sub divisional offices can be scheduled for upload	
Supports document acquisition through web forms.	
<b>Document Security – 2%</b>	
Option to be configured to generate System level and Object level audit-trails in the system. Using simple queries detailed auditing reports for the system level events like login, log-out and object level event like check-in object, check-out object, modify object can be generated from the system	
Provision of an Authorization (Access Control) service with the capability to establish individual accounts for each user, with access enforcement (authorization) mechanisms to every element of the solution, i.e., application and network; enforcement of user rights to create, modifying and viewing at document level.	
Possess high level of reliability with particular emphasis on data integrity and security. Support for password encryption and data encryption should be available. Transfer of documents/information should be encrypted. The system should accept digital certificates.	
Allow the system administrator to assign access to specific folders, as well as to specific documents, at both group and individual level so that users can access documents for which they have relevant access. The system should support inherited rights so that if required the rights assigned on parent folders can be inherited to the subfolders	
Allow authorized users to lock documents against both changes, annotations and against copying text or graphics	
Provision of comprehensive Audit Trails and user configurable reports like total records scanned along with associated indexes, records exported or not exported to DMS etc	

Ability to produce audit trail for various document activities such as add, delete, view, print etc.	
Complete audit trail of all document edits to be automatically created, and ability to print/ save in electronic form, for submission to regulatory bodies or agencies.	
Facility to control access with user- or role-based security	
Does the product/proposed solution provide added rights management capabilities to protect the content once checked out of the repository? For example, can it prevent documents from being forwarded or printed?	
<b>INTERFACE &amp; INTEGRATION – 2%</b>	
Integration with MS exchange for calendar and event planning	
Integration with Notifications engine for:	
1. Secure email	
2. Microsoft Outlook	
Does solution support standard protocols governing data and services standards e.g. XML based messaging, Simple Object Access Protocol (SOAP), Web Services Development Language (WSDL), etc.	
Does system support standard API for interface & integration with ancillary applications	
Does the system have APIs that support interface through P2P no-standard interfaces and standard middleware APIs:	
Does your solution support integration with other systems through ready-made adapters/plugins without writing code?	
What are the interface tools provided to integrate other third-party Systems	
Can the proposed solution interface with multiple Host application synchronously and asynchronously? If so, state whether this functionality is included in the proposal.	
What languages does the product support for building interfaces to external systems?	
<b>User Management – 1%</b>	



Ability to integrate with different directory services standards like LDAP & support for SSO.	
Please provide details on scalability based on the product(s) architecture (max. no. of concurrent users, max. no. of customers, and max. no. of branches).	
<b>Security &amp; Audit – 1%</b>	
The system must be able to separate Authentication from Authorization to access to content	
The system shall have security in-built in the system and on application and database level. The system should also provide inbuilt encryption at all levels.	
The solution must have user access management to administer access control, authentication, authorization, roles, privileges, groups, passwords, permissions, sessions and rights.	
The system shall manage access control of users to records based on user rights and records classification. For instance, system should provide for marking of certain documents as private or confidential and control access to these documents.	
The system shall maintain a security audit trail and logs of all system events. System should have a security monitoring and incidence alert system within its architecture.	
The system shall have in-built backup and recovery capabilities on the application, database and storage level to ensure fault tolerance and high reliability.	
The system shall have a functionality of restricting access based on predefined criteria. For instance, the criteria may include black/whitelisting, IP address, and level of authority, roles and privileges etc.	
The system should have capability to integrate with the Commission anti-virus system to manage vulnerabilities.	
The Document management system shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports.	
The system shall support Extensive Audit-trails at user, Folder and File Levels	

The system shall provide facility to generate Audit trails on separate actions, and between specific date/times.	
Does security architecture of system use a granular Role Based Access Control (RBAC) architecture?	
Does audit trail records information such as, data source IP address, destination IP address, date, time stamp of transfer, file name and username etc.?	
Explain how easy it is to extract audit reports for user's activities, system usages, services, entities, Etc.	
Do Error logs have critical information (application / database details etc.)? Please elaborate.	
How are exceptional events identified, notified and handled?	
Is log can be configured and customized for any service and per application? Please elaborate.	
Does your security model support organizational hierarchy and associated role-based access?	
Does the system provide on/ off trace mechanism? Kindly specify. Please elaborate.	
<b>WARRANTY – 2%</b>	
<b>System and user licensing:</b> The proposed solution should have perpetual/one-time-payment user licenses	
The bidders must give assurance that the system components are covered and provided with warranty agreements. The warranty shall cover correction of system processing defects attributable to the software, hardware/software configuration and network infrastructure (where applicable) for a period of 12 months (1 Year). After commissioning of the system and going live.	
The bidder must have locally available qualified and experienced IT personnel who will aid in the installation, implementation and utilization of the system.	

They must be located locally and dedicated to this project. Technical and project management support shall be required until the end of the project	
<b>TRAINING – 2%</b>	
The bidder must provide training on the system at three levels, namely <b>administrators, Trainers of Trainees</b> and <b>end-users/</b> departmental level training to select steering committee during the period of the contract. The contractor shall provide a training plan/proposal with an estimate of the training costs. The training for these personnel shall be completed before the go-live. The training should include but is not limited to:	
<b>I: System Administrators</b> - This training shall include but not limited to:	
1. Introduction to the system and constituent parts;	
2. Creation and amendment of process flows;	
3. Hardware maintenance;	
4. Systems requirements and installation of the system;	
5. System design;	
6. System development and architecture;	
7. System deployment;	
8. Configuration of the system;	
9. Systems administrator tasks;	
10. Report design and generation;	
11. System Security;	
12. Disaster recovery back-up and restore solutions for the system;	
13. Migration of data and systems from the current systems (where they exist) to the new version/system;	
14. Workflow's configuration and use;	
15. Any other relevant areas.	
<b>II: End-users/departmental users:</b> The contractor shall be required to train selected personnel on administration level training and the rest of the staff on user/departmental level training.	

This training shall include but not limited to:	
1.Process flows/workflows;	
2.Retrieval, preparation and scanning of physical records and the process of digitization;	
3. Records/Data capture and capture formats;	
4. Scanned record storage, retrieval, and document security;	
5. Content management;	
6. Completion of new forms;	
7. Performing related manual procedures;	
8. Any other relevant areas.	
<b>Training Deliverables:</b> The deliverables are comprised of a series of presentations and/or documents outlining operational processes and procedures. The deliverable should also include the trainees' measured ability to perform tasks on the system. A means of measuring this achievement will have to be developed beforehand. The training materials include:	
1. Web-Based training material;	
2. Instructor-led training material;	
3. Quick Start Manual/s;	
4. Job-aids;	
5. Trainee feedback forms to assess the quality of the training offered;	
Any other relevant documentation.	

<b>DOCUMENT SCANNING SOFTWARE</b>		
<b>#</b>	<b>Minimum Requirements</b>	<b>Bidders Response</b>
1.	The bidders must specify the scanning software and models of scanners to use in this project. (These must be compatible with Windows Operating Systems and with the EDMS	
2.	The scanning software used must support a wide range of scanner models and driver interfaces and must be compatible with Windows Operating Systems and with the EDMS	
3.	The software should provide full featured scanning controls, including auto de-skew (single and multi-page), auto de-speckle, auto "dead" page recognition, rotate, crop, minor, repaginate, delete, insert from disk, print, zoom in/out pan, versioning, and others.	
4.	The bidder must Demonstrate capability to scan a daily output of 200,000 images per day using high volume Scanners.	
5	The bidder will be required to setup the scanning infrastructure at the Project site (on-site) using bidder's own scanners and other necessary equipment.	
<b>SCANNING – 2%</b>		
6	Bidders must show capabilities of having scanned more than 1.5 million documents in at least 5 recognized institutions in the last five years, References from at least SACCO bodies will be an added advantage	
7.	The imaging devices provided by the bidder must be able to scan Documents of various sizes for example A5. A4, A3. etc.	
8.	The setup must consist of requisite quantity of equipment such as computers, scanners etc. to be deployed by the bidder and remain property of the bidder upon completion of the project.	

<b>INDEXING – 2%</b>		
10.	The Bidder must ensure that all scanned images are indexed in the required manner as specified and are in a format that is accepted by the Commission using the predefined identifications and categorization parameters	
<b>QUALITY CONTROL – 2%</b>		
11.	The successful bidder will be required to maintain the same sequence; Receiving of documents, scanning, documentation, merging, quality - control and uploading to proposed EDMS	
12.	The bidder will be required to ensure the quality of all scanned Documents (clarity of images) and data captured (accuracy of captured attributes).	
13.	The bidder shall be expected to link the captured data (Index Metadata) with the scanned documents in a format that is acceptable - with the EDMS.	
14.	Provide detailed Quality Control Mechanisms in digitization/scanning project.	

**DIGITIZATION OF DOCUMENTS**

**SCANNER SPECIFICATIONS – 2 SCANNERS**

#	Minimum Specifications	Compliance
	<p><b>Throughput Speeds</b>                      Black-and-white/grayscale/color: up to 60 ppm/120 IPM at 200 and 300 DPI</p>	
	<p><b>Recommended Daily Volume</b>                      Up to 7,000 pages per day</p>	
	<p><b>Feeder Capacity</b>                      Up to 80 sheets of 80 g/m<sup>2</sup> (20 lb.) paper                      Handles small documents such as A8, ID cards, embossed hard cards, and insurance cards</p>	
	<p><b>Power Consumption</b>                      Off: &lt;0.5 watts; Sleep mode: &lt;5.0 watts; Running mode: &lt;36 watts</p>	
	<p><b>Electrical Requirements</b>                      100-240 V (International); 50-60 Hz</p>	
	<p><b>Environmental Factors</b>                      EPEAT Registered ENERGY STAR Qualified Operating Temperature: 10-35° C (50-95° F) Operating Humidity: 15% to 80% RH</p>	
	<p><b>Dimensions</b>                      Weight: 3.3 kg (7.2 lbs.) Depth: 204 mm (8.0 in.), not including input tray and output tray Width: 312 mm (12.3 in.) Height: 182.5 mm (7.2 in.), not including input tray Depth with input tray 269 mm (10.6 in.)                      Height with input tray 231.6 mm (9.1 in.)</p>	

	<p><b>Supported Operating Systems</b></p> <p>WINDOWS 7 SP1 (32-bit and 64-bit), WINDOWS 8.1 (32-bit and 64-bit), WINDOWS 10 (32-bit and 64-bit), WINDOWS Server 2012 x64 Editions, WINDOWS Server 2016 x64 Editions, LINUX UBUNTU5 and SUSE5. Citrix Certified</p>	
	<p><b>Bundled Software</b></p> <p>The vendor must supply fully licensed scanning software that will run with the scanner. This should not have any limited number of scans</p>	
	<p><b>Warranty</b></p> <p>3 Years Advanced Unit Replacement support included with the option to upgrade to 5 years</p>	

**PRICE SCHEDULE**

<b>No</b>	<b>Item Description</b>	<b>Quantity</b>	<b>Installation Price Per Unit (Ksh)</b>	<b>Total Price (Ksh)</b>
1.	Supply and delivery of EDMS Software	1		
2.	Supply and delivery of EDMS Licenses	For 10 concurrent users		
3.	Installation, systems integration, creation of workflows, testing and commissioning of EDMS Solution	N/A		
4	Annual Maintenance Fee (if any)	Rate per annum (if any)		



<b>5.</b>	User and Technical training on EDMS Solution (Knowledge transfer)	<b>10 users</b>		
<b>6</b>	Scanner	<b>2</b>		
<b>7</b>	Scanning (Premises provided in a secure location)	<b>3,000,000 records</b>		
<b>Total Price (Kshs)</b>				

**7.1 FORM OF TENDER**

Date \_\_\_\_\_

Tender No. \_\_\_\_\_

To: \_\_\_\_\_

\_\_\_\_\_

[name and address of procuring entity]

Gentlemen and/or Ladies:

Having examined the tender documents including Addenda Nos. .... [insert numbers]. the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply deliver, install and commission ( ..... (insert equipment description) in conformity with the said tender documents for the sum of ..... (Total tender amount in words and figures) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

We undertake, if our Tender is accepted, to deliver install and commission the equipment in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent to percent of the Contract Price for the due performance of the Contract, in the form prescribed by ..... (Procuring entity).

We agree to abide by this Tender for a period of ..... [number] days from the date fixed for tender opening of the Instructions to tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us. Subject to signing of the Contract by the parties.

We understand that you are not bound to accept the lowest or any tender that you may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

[signature]

\_\_\_\_\_

[in the capacity of]

Duly authorized to sign tender for an on behalf of \_\_\_\_\_

## 7.2 CONFIDENTIAL BUSINESS QUESTIONNAIRE

You are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2(b) or 2(c) whichever applied to your type of business.

You are advised that it is a serious offence to give false information on this form.

	<p><b>Part 1 General</b></p> <p>Business Name ..... Location of Business</p> <p>Premises ..... Plot No, ..... Street/Road</p> <p>..... Postal address ..... Tel No. .... Email .....</p> <p>Nature of Business ..... Registration Certificate No.</p> <p>.....</p> <p>Maximum value of business which you can handle at any one time –</p> <p>Kshs. ....</p> <p>Name of your bankers .....</p> <p>Branch..... Account No.....</p>
	<p>Part 2 (a) – Sole Proprietor</p> <p>Your name in full..... Age.....</p> <p>Nationality.....Country of Origin.....</p> <p>Citizenship details.....</p>

	<p>Part 2 (b) – Partnership</p> <p>Given details of partners as follows:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Name</th> <th style="width: 20%;">Nationality</th> <th style="width: 35%;">Citizenship Details</th> <th style="width: 30%;">Shares</th> </tr> </thead> <tbody> <tr> <td>1. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>2. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>3. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>4. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>	Name	Nationality	Citizenship Details	Shares	1. ....	.....	.....	.....	2. ....	.....	.....	.....	3. ....	.....	.....	.....	4. ....	.....	.....	.....
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1. ....	.....	.....	.....																		
2. ....	.....	.....	.....																		
3. ....	.....	.....	.....																		
4. ....	.....	.....	.....																		

	<p>Part 2 (c) – Registered Company</p> <p>Private or Public</p> <p>State the nominal and issued capital of company Nominal Kshs.</p> <p>Issued Kshs.</p> <p>Given details of all directors as follows:</p> <table border="0"> <thead> <tr> <th data-bbox="99 449 201 485">Name</th> <th data-bbox="354 449 505 485">Nationality</th> <th data-bbox="643 449 902 485">Citizenship Details</th> <th data-bbox="1016 449 1114 485">Shares</th> </tr> </thead> <tbody> <tr> <td data-bbox="152 506 175 533">1.</td> <td colspan="3" data-bbox="191 506 1442 533">.....</td> </tr> <tr> <td data-bbox="152 558 175 585">2.</td> <td colspan="3" data-bbox="191 558 1442 585">.....</td> </tr> <tr> <td data-bbox="152 611 175 638">3.</td> <td colspan="3" data-bbox="191 611 1442 638">.....</td> </tr> <tr> <td data-bbox="152 663 175 690">4.</td> <td colspan="3" data-bbox="191 663 1442 690">.....</td> </tr> </tbody> </table>	Name	Nationality	Citizenship Details	Shares	1.	.....			2.	.....			3.	.....			4.	.....		
Name	Nationality	Citizenship Details	Shares																		
1.	.....																				
2.	.....																				
3.	.....																				
4.	.....																				
	<p>Date.....Signature of Candidate.....</p>																				

### 7.3 INTEGRITY DECLARATION

I/We/Messrs..... of..... Street/avenue, .....  
Building, P. O. Box .....Code ....., of .....

(Town), ..... (Nationality), Phone ..... E-mail .....

declare that Public Procurement is based on a free and fair competitive tendering process which should not be open to abuse.

I/We ..... declare that I/We will not offer or facilitate, directly or indirectly, any inducement or reward to any public officer, their relations or business associates, pursuant to Section 62 of the Public Procurement & Asset Disposal Act, 2015, in connection with

Tender name: .....

Tender No. ....

For/or in the subsequent performance of the contract if I/We am/are successful.

Dated this..... day of..... 20.....

Authorized Signature.....Official

Stamp.....

Name and Title of Signatory.....

**7.4 NON-DEBARMENT STATEMENT**

I/We/Messrs.....of ..... Street/avenue, ..... Building, P. O. Box .....Code .....,  
of..... (town), ..... (Nationality), Phone..... E-mail .....  
..... declare that I/We /Messrs. .... are not  
debarred from participating in public procurement by the Public Procurement Oversight  
Authority pursuant to pursuant to Section 62 of the Public Procurement & Asset Disposal Act,  
2015

Dated this ..... day of ..... 20.....

**Authorized Signature..... Official Stamp .....**

Name and Title of Signatory.....

## 7.5 TENDER SECURITY FORM

Whereas ..... [name of the tenderer] (hereinafter called "the tenderer") has submitted its tender dated ..... [date of submission of tender] for the supply, installation and commissioning of..... [name and/or description of the equipment] (hereinafter called "the Tender") ..... KNOW ALL PEOPLE by these presents that WE ..... of ..... having our registered office at ..... (hereinafter called "the Bank"), are bound unto ..... [name of Procuring entity] (hereinafter called "the Procuring entity") in the sum of ..... for which payment well and truly to be made to the said Procuring entity, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this \_ day of \_ 20 \_

THE CONDITIONS of this obligation are: -

1. If the tenderer withdraws its Tender during the period of tender validity specified by the tenderer on the Tender Form; or
2. If the tenderer, having been notified of the acceptance of its Tender by the Procuring entity during the period of tender validity:
  - (a) fails or refuses to execute the Contract Form, if required; or
  - (b) fails or refuses to furnish the performance security in accordance with the Instructions to tenderers.

We undertake to pay to the Procuring entity up to the above amount upon receipt of its first written demand, without the Procuring entity having to substantiate its demand, provided that in its demand the Procuring entity will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This tender guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

\_\_\_\_\_ [signature of the bank]



## 7.6 CONTRACT FORM (For Information)

THIS AGREEMENT made on the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_

between ..... [*name of Procurement entity*] of .....  
[*country of Procurement entity*] (hereinafter called “the Procuring entity) of the one part  
and ..... [name of tenderer] of ..... [city and country of tenderer] (Hereinafter  
called “the tenderer”) of the other part.

WHEREAS the Procuring entity invited tenders for [certain goods] and has accepted a tender  
by the tenderer for the supply of those goods in the sum of ..... [*contract price in  
words and figures*] (hereinafter called “The Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to:
2. The following documents shall be deemed to form and be read and construed as part of this Agreement vis a vis:
  - (a) The Tender Form and the Price Schedule submitted by the tenderer.
  - (b) The Schedule of Requirements
  - (c) The Technical Specifications
  - (d) The General Conditions of Contract
  - (e) The Special Conditions of contract; and
  - (f) The Procuring entity's Notification of Award
3. In consideration of the payments to be made by the Procuring entity to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the Procuring entity to provide the goods and to remedy the defects therein in conformity in all respects with the provisions of this Contract.
4. The Procuring entity hereby covenants to pay the tenderer in consideration of the provisions of the goods and the remedying of defects therein, the Contract Price or such other

sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by                      the                      (For the Procuring entity)

Signed, sealed, delivered by                      the                      (For the tenderer in the

presence of \_\_\_\_\_

## 7.7 PERFORMANCE SECURITY FORM (For information)

To .....

[name of Procuring entity]

WHEREAS ..... [name of tenderer] (hereinafter called "the tenderer") has undertaken, in pursuance of Contract No. \_\_\_\_\_  
\_\_\_\_\_ [reference number of the contract] dated \_\_\_\_\_ 20 \_\_\_\_\_ to supply  
..... [description of goods] (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the tenderer shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Tenderer's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the tenderer a guarantee:

THEREFORE, we hereby affirm that we are Guarantors and responsible to you, on behalf of the tenderer, up to a total of ..... [amount of the guarantee in words and figure] and we undertake to pay you, upon your first written demand declaring the tenderer to be in default under the Contract and without cavil or argument, any sum or sums within the limits of ..... [amount of guarantee] as aforesaid, without you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_

Signed and seal of the Guarantors.

---

[name of bank or financial institution]

---

*[address]*

---

[date]

**7.8 BANK GUARANTEE FOR ADVANCE PAYMENT (For Information)**

To .....

[name of Procuring entity]

[name of tender] .....

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends the General Conditions of Contract to provide for advance payment, ..... [name and address of tenderer] (hereinafter called "the tenderer") shall deposit with the Procuring entity a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract an amount of ..... [amount of guarantee in figures and words].

We, the ..... [bank or financial institutions], as instructed by the tenderer, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Procuring entity on its first demand without whatsoever right of objection on our part and without its first claim to the tenderer, in the amount not exceeding ..... [amount of guarantee in figures and words]

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there-under or of any of the Contract documents which may be made between the Procuring entity and the tenderer, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid in full effect from the date of the advance payment received by the tenderer under the Contract until ..... [date].

Yours truly,

Signature and seal of the Guarantors

---

*[name of bank or financial institution]*

---

*[address]*

---

*[date]*

## 7.9 MANUFACTURER'S AUTHORIZATION FORM

To [name of the Procuring entity] .....

WHEREAS ..... [ name of the manufacturer] who are established and reputable manufacturers of ..... [name and/or description of the goods] having factories at

..... [address of factory] do hereby authorize ..... [name and address of Agent] to submit a tender, and subsequently negotiate and sign the Contract with you against tender No. .... [reference of the Tender] for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Tenders.

---

[signature for and on behalf of manufacturer]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by an authorized person.

**7.10 LETTER OF NOTIFICATION OF AWARD (For Information)**

Address of Procuring Entity

\_\_\_\_\_  
\_\_\_\_\_

To: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RE: Tender No. \_\_\_\_\_

Tender Name \_\_\_\_\_

This is to notify that the contract/s stated below under the above-mentioned tender have been awarded to you. \_\_\_\_

1. Please acknowledge receipt of this letter of notification signifying your acceptance.
2. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 14 days from the date of the letter.
3. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

(FULL PARTICULARS) \_\_\_\_\_  
\_\_\_\_\_

SIGNED FOR ACCOUNTING OFFICER