Nyati Sacco

Empowering our members financially

Tender for

Supply, Delivery, Implementation and Configuration of a Core-Banking (CBS) and ERP Solution

REF: NYATI/RFP/OCT/2025

	Description	**Date**
1.	Date of Tender	2nd October 2025
2.	Deadline for requesting clarification	16th October 2025
3.	Deadline for tender Submission	23rd October 2025 2.30 PM
4.	Mode of submission	Two Plain separate sealed envelopes marked with the tender Reference number and name
5.	Location of Submission	To be hand delivered to Nyati Sacco Plaza 1st floor and deposited in the tender box placed at the reception before or on 23rd October 2025 latest by 2.30 pm

Contents

SECTION I - REQUEST FOR PROPOSAL

Date: 2nd October 2025,

Dear Prospective bidder,

RE: REQUEST FOR PROPOSAL FOR THE SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION AND IMPLEMENTATION OF CORE-BANKING AND ERP SOLUTION

Nyati Sacco Society Limited invites your proposal for **THE SUPPLY, DELIVERY, CONFIGURATION AND IMPLEMENTATION OF CORE-BANKING AND ERP SOLUTION** from interested and eligible firms.

A complete tender document can be obtained in hard copy from our office or downloaded from the website (https://www.nyatisacco.co.ke/resources/tenders/) for free.

1.2 Tender Sections

Section I	-	Request for proposals
Section II	-	Information to Bidder
		Specific information to Bidder
Section III	-	Technical proposal
Section IV	-	Financial proposal
Section V	-	Terms of Reference

1.3 Confirmation of receipt

Upon receipt, please inform us:

- if you are unable to download/access the request for proposal (RfP) document.
- whether you will submit a proposal for the assignment

1.4 Submission address

Duly completed tender documents must be submitted in two (2) separate plain sealed envelopes for Technical & Financial proposals, clearly Labelled/marked with the Tender Number and Tender Name as particularly described on the Tender Document and labelled either financial or technical as applicable, and the name of your organization, and addressed to:

The Chief Executive Officer, Nyati Sacco Society Limited
Nyati Sacco Plaza, 1st Floor,
Road & Kodi Road Junction, Nairobi West, Gadhi.
P.O. Box 7601 – 00200 Nairobi, Kenya.

1.5 Timelines

All tenders must be submitted to reach us on or before 23rd October 2025 2.30 pm deposited in the tender box located on the 1st Floor Nyati Sacco Plaza at the Sacco reception. The technical proposals of the tender will be opened physically in our Board Room located on 1st Floor Nyati Sacco Plaza, Road & Kodi Road Junction, Nairobi West-Gadhi, soon thereafter, at 2.30 p.m. in the presence of the bidders' representatives who choose to attend.

1.6 Right of acceptance or rejection

Nyati Sacco Society Limited reserves the right to reject any proposal without giving reasons for the rejection and does not bind itself to accept the lowest or any proposal.
Yours Sincerely,
for: Nyati Sacco Society Limited,
Chief Executive Officer

SECTION II: - INSTRUCTIONS TO TENDERERS

2.1 Eligible bidders

2.1.1 This Invitation to tender is open to all bidders eligible as described in the instructions to bidders. Successful bidders shall provide the services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the tender documents.

2.1.2 Nyati Sacco 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 bidder (including all members, of a joint venture) is not currently associated with, or have been associated with, in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by Nyati Sacco to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services relating to this tender.

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

2.2 Cost of tendering

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

2.2.2 No price will be charged for the tender document (Tender documents will be free of charge) unless the bidder requires these printed in hard copy by the Sacco.

2.3 Contents of tender documents

2.3.1 The tender document comprises the documents listed below, and the addenda issued per clause 6 of these instructions to tenders.

a) Instructions to bidders
b) General Conditions of Contract
c) Special Conditions of Contract
d) Schedule of Requirements
e) Details of service or goods
f) Form of tender
g) Price schedules
h) Contract form
i) Confidential business questionnaire form
j) Tender security form
k) Declaration of undertaking not to engage in corrupt cases
l) Power of Attorney

2.3.2 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 bidder’s risk and may result in the rejection of its tender.

2.4 Clarification of Documents

2.4.1 A prospective candidate making inquiries about the tender document may notify Nyati Sacco in writing via email at the entity's address indicated in the Invitation for tenders. Nyati Sacco will respond in writing to any request for clarification of the tender documents, which it receives no later than seven (7) days prior to the deadline for the submission of tenders, prescribed by Nyati Sacco. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders who have received the tender documents."

2.4.2 Nyati Sacco shall reply to any clarifications sought by the bidder within 3 days of receiving the request to enable the bidder to make timely submission of its tender.

2.5 Amendment of documents

2.5.1 At any time prior to the deadline for submission of tenders, Nyati Sacco, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the tender documents by issuing an addendum.

2.5.2 All prospective bidders who have obtained the tender documents will be notified of the amendment by post, or email, which will be binding on them.

2.5.3 In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their tenders, Nyati Sacco, at its discretion, may extend the deadline for the submission of tenders.

2.6 Language of tender

2.6.1 The tender prepared by the bidder, as well as all correspondence and documents relating to the tender exchanged by the bidder and Nyati Sacco, shall be in the English language. Any printed literature furnished by the bidder 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.

2.7 Documents Comprising the Tender

The tender prepared by the bidder shall comprise the following components:

a) A Tender Form and a Price Schedule completed in accordance with clauses paragraphs 2.9, 2.10 and 2.11 below.
b) Documentary evidence established in accordance with Clause 2.11 that the bidder is eligible to tender and is qualified to perform the contract if its tender is accepted.
c) Tender security furnished is in accordance with Clause 2.12
d) Confidential business questionnaire

2.8 Form of Tender

2.8.1 The bidders shall complete the Form of Tender and the appropriate Price Schedule furnished in the tender documents, indicating the services to be performed.

2.9 Tender Prices

2.9.1 The bidder shall indicate on the Price schedule the unit prices where applicable and total tender prices of the services it proposes to provide under the contract.

2.9.2 Prices indicated on the Price Schedule shall be the cost of the services quoted including all customs duties and VAT and other taxes payable.

2.9.3 Prices quoted by the bidder shall remain fixed during the period of the contract unless otherwise agreed by the parties. When the tender is submitted there will be no adjustment to price quoted.

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

2.9.5 Price variation requests shall be processed by Nyati Sacco within 30 days of receiving the request.

2.10 Tender Currencies

2.10.1 Prices shall be quoted in Kenya Shillings for local firms and USD for foreign firms as specified in the appendix to in Instructions to Tenderers

2.11 Tenderers' Eligibility and Qualifications.

2.11.1 Pursuant to Clause 2.1 the bidder shall furnish, as part of its tender, documents establishing the bidder's eligibility to tender and its qualifications to perform the contract if its tender is accepted.

2.11.2 The documentary evidence of the bidders' qualifications to fulfil the contract if its tender is accepted shall establish to Nyati Sacco's satisfaction that the bidder has the financial and technical capability necessary to fulfil the contract.

2.12 Tender Security

2.12.1 The bidder shall furnish, as part of its tender, a tender security for the amount and form specified in the Invitation to tender. The tender security shall be 10% of the tender price.

2.12.2 The tender security is required to protect Nyati Sacco Society Ltd against the risk of the Tenderer's conduct that would warrant the security's forfeiture.

2.12.3 Any tender not secured in accordance with paragraph 2.12.1 and 2.12.2 will be rejected by Nyati Sacco as non-responsive.

2.12.4 Unsuccessful bidder's 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 Nyati Sacco.

2.13 Validity of Tenders

2.13.1 Tenders shall remain valid for 90 days or as specified in the invitation to tender after date of tender opening prescribed by Nyati Sacco, pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by Nyati Sacco as non-responsive.

2.13.2 In exceptional circumstances, Nyati Sacco 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 2.12 shall also be suitably extended. A bidder may refuse the request without forfeiting its tender security. A bidder granting the request will not be required nor permitted to modify its tender.

2.14 Format and Signing of Tender

2.14.1 The bidder shall prepare two copies of the tender, clearly marking one "**ORIGINAL TENDER**" and the other "**COPY OF TENDER**," as appropriate. In the event of any discrepancy between them, the original shall govern.

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

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

2.15 Sealing and Marking of Tenders

2.15.1 The envelopes shall be labelled according to the following instructions:

a) The inner and outer envelopes shall both be addressed to Nyati Sacco at the address given in the invitation to tender.

b) The inner and outer envelopes shall both bear the tender number and name in the invitation to tender and the words: "**DO NOT OPEN BEFORE** 23rd October 2025 2.30 PM.

c) The inner envelopes shall also indicate whether they are Financial or Technical Proposals and the name and address of the bidder to enable the tender to be returned unopened in case it is declared "late".

2.15.2 Nyati Sacco will assume no responsibility for the tender's misplacement or premature opening if the outer envelope is not sealed and marked as required by paragraph 2.15.1.

2.16 Deadline for Submission of Tenders

2.16.1 Tenders must be received by the Nyati Sacco at the address specified under paragraph 1.4 no later than Date and time indicated in the tender notice

2.16.2 Nyati Sacco may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 6, in which case all rights and obligations of Nyati Sacco and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

2.16.3 Bulky tenders which will not fit in the tender box shall be received by Nyati Sacco as provided for in the appendix.

2.17 Modification and withdrawal of tenders

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

2.17.2 The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.15. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, postmarked no later than the deadline for submission of tenders.

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

2.17.4 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 bidder 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 2.12.7.

2.17.5 Nyati Sacco may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.18 Opening of Tenders

2.18.1 Nyati Sacco will open all technical tenders in the presence of bidders' representatives who choose to attend, on the date and time indicated in the tender notice and in the location specified in the invitation to tender. The bidders' representatives who are present shall sign a register evidencing their attendance.

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

2.18.3 Nyati Sacco will prepare minutes of the tender opening which will be submitted to the bidders that signed the tender opening register and will have made the request.

2.19 Clarification of tenders

2.19.1 To assist in the examination, evaluation and comparison of tenders Nyati Sacco may at its discretion, ask the bidder 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 shall be sought, offered, or permitted.

2.19.2 Any effort by the bidder to influence Nyati Sacco in Nyati Sacco tender evaluation, tender comparison or contract award decisions may result in outright disqualification and the rejection of the bidder's tender. Comparison or contract award decisions may result in the rejection of the bidders' tender.

2.20 Preliminary Examination and Responsiveness

2.20.1 Nyati Sacco will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.

2.20.2 Correction of Error Tenders determined to be substantially responsive shall be checked by the bidder for any arithmetic errors in the computation and summation. Errors will NOT be corrected by the bidder. Any bid found to have arithmetic errors shall be disqualified or the case handled as per the decision taken by the tender committee of the Sacco as it may deem fit.

2.20.3 Nyati Sacco may waive any minor informality or nonconformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

2.20.4 Prior to the detailed evaluation, pursuant to paragraph 23, Nyati Sacco 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. Nyati Sacco determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

2.20.5 If a tender is not substantially responsive, it will be rejected by Nyati Sacco and may not subsequently be made responsive by the bidder by correction of the non-conformity.

2.21 Conversion to a single currency

2.21.1 Where other currencies are used, Nyati Sacco 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.

2.22 Evaluation and comparison of tenders.

2.22.1 Nyati Sacco will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph. 2.20

2.22.2 The comparison shall be of the price, including all costs as well as duties and taxes payable on all the materials to be used in the provision of the services.

2.22.3 Nyati Sacco evaluation of a tender will take into account, in addition to the tender price, the following factors, in the manner and to the extent indicated in paragraph 2.22.4 and in the technical specifications:

(a) Operational plan proposed in the tender.

(b) Deviations in payment schedule from that specified in the Special Conditions of Contract.

2.22.4 Pursuant to paragraph 2.22.3 the following evaluation methods will be applied:

(a) **Operational Plan:** Nyati Sacco requires that the services under the Invitation for Tenders shall be performed at the time specified in the Schedule of Requirements. Tenderers offering to perform longer than Nyati Sacco's required delivery time will be treated as non-responsive and rejected.

(b) **Deviation in payment schedule:** Bidders shall state their tender price for the payment on a schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of 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. Nyati Sacco may consider the alternative payment schedule offered by the selected bidder.

(c) **Liquidated damages**

If the bidder fails to deliver or provide any or all of the goods, works or services within the period(s) specified in the contract, 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, works and or services. After this the termination of the contract may be considered.

2.22.5 The tender evaluation committee shall evaluate the tender within 30 days from the date of opening the tender. To qualify for contract awards, the bidder shall have the following:

(i) Necessary qualifications, capability experience, services, Equipment and facilities to provide what is being procured.
(ii) Legal capacity to enter into a contract for procurement.
(iii) 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
(iv) Shall not be debarred from participating in public procurement.

2.23 Contacting Nyati Sacco

2.23.1 Subject to paragraph 2.19, no bidder shall contact Nyati Sacco on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.

2.23.2 Any effort by a bidder to influence Nyati Sacco in its decisions on tender evaluation tender comparison or contract award may result in the rejection of the bidder's tender.

2.24 Award of Contract

Post qualification

2.24.1 Nyati Sacco will determine to its satisfaction whether the bidder that is selected as having submitted the highest technical evaluation with the lowest financial proposal is the responsive tender qualified to perform the contract satisfactorily.

2.24.2 The determination will take into account the bidder's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the bidder's qualifications submitted by the bidder, pursuant to paragraph 2.1.2, as well as other information as Nyati Sacco may deem necessary and appropriate.

2.24.3 An affirmative determination will be a prerequisite for award of the contract to the bidder. A negative determination will result in rejection of the Tenderer's bid, in which case Nyati Sacco will proceed to the next lowest evaluated (financial bid) tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

Award criteria

2.24.4 Subject to paragraph 2.28 Nyati Sacco will award the contract to the successful bidder whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender (financially), provided further that the bidder is determined to be qualified to perform the contract satisfactorily. Nyati Sacco reserves the right to accept or reject any tender and to annul the tendering process and reject any or all tenders at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Nyati Sacco's action. If Nyati Sacco determines that none of the bidders is responsive; Nyati Sacco shall notify each bidder who submitted a tender.

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

2.25 Notification of award

2.25.1 Prior to the expiration of the period of tender validity, the Nyati Sacco will notify the successful bidder in writing that its tender has been accepted.

2.25.2 The notification of award will signify the intent of entering into a Contract with the awarded bidder, subject to the signing of the contract between the bidder and Nyati Sacco pursuant to clause 2.29. Simultaneously the other bidders shall be notified that their tenders have not been successful.

2.25.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 2.27, Nyati Sacco will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12.

2.26 Signing of Contract

2.26.1 At the same time as Nyati Sacco notifies the successful bidder that its tender has been accepted, Nyati Sacco will simultaneously inform the other bidders that their tenders have not been successful.

2.26.2 After fourteen (14) days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to Nyati Sacco.

2.26.3 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.

2.27 Performance Security

2.27.1 Within thirty (30) days of the receipt of notification of award from Nyati Sacco, the successful bidder shall furnish the performance security of 10% of the value of the contract and **professional indemnity cover equivalent** to the contract value in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form acceptable to Nyati Sacco.

2.27.2 Failure of the successful bidder to comply with the requirement of paragraph 2.29 or paragraph 2.30.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event Nyati DT Sacco Ltd may make the award to the next lowest evaluated or call for new tenders.

2.28 Corrupt or Fraudulent Practices

2.28.1 Nyati Sacco requires that bidders observe the highest standard of ethics during the procurement process and execution of contracts. A bidder shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.28.2 Nyati Sacco will reject the proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

2.28.3 Further, a bidder who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.

2.29 ADDENDUM TO INSTRUCTIONS TO THE TENDERERS

The following information for procurement of services shall complement or amend the provisions of the instructions to bidders. Wherever there is a conflict between the provisions of the instructions to bidders and the provisions of the appendix, the provisions of the appendix herein prevail over those of the Instructions to Tenderers.

Proposal Evaluation: General

2.29.1 From the time the bids are opened to the time the Contract is awarded, if the bidder wishes to contact Nyati Sacco on any matter related to their proposal, they should do so in writing via email address **tender@nyatisacco.co.ke.** Any effort by the bidder to influence Nyati Sacco in the proposal evaluation exercise or Contract award decisions may result in the disqualification of the bidder's proposal.

2.29.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

2.29.3 Nyati Sacco's Bid Evaluation Committee shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria as follows:

i) **Mandatory Eligibility Criteria** The proposal shall be rejected at this stage if it does not meet the eligibility criteria of the Terms of Reference

ii) **Technical score:** The mark required to pass the technical evaluation is 65 out of 80 or 81.25% of the total technical score. The proposal shall be rejected at this stage if it does not attain this mark.

iii) **Financial Criteria:** Pricing information should not appear in any other section of the proposals other than the financial proposal. Financial scores shall be determined by awarding a maximum of 20 points to the lowest priced proposal that has passed the minimal technical score and giving all other proposals a score which is proportionate to this.

iv) **Total scores:** Total scores shall be determined using a weighting of 80 points for technical proposals and a weighting of 20 points for financial proposals.

v) **Currency:** Proposals should be priced in US Dollars for foreign firms and Kenyan shillings for local firms. And whenever required, currency conversion shall follow the average exchange rate published by the Central Bank of Kenya at the date of bid submission.

vi) **Best Evaluated Bid:** The best-evaluated bid shall be selected from the firms with the highest combined score, ranked, and subject to due diligence considerations and any other relevant information shall be recommended for award of contract.

vii) **Right to Reject:** Nyati Sacco reserves the right, at its sole discretion, to reject all proposals received and seek fresh proposals, to negotiate further with one or more of the bidders, to defer the award of a contract or to cancel the competition and make no contract award, if it deems this to be appropriate.

3.0 TENDER EVALUATION CRITERIA

Stages of evaluation

A) **Mandatory requirements**: will determine the satisfactory responsiveness of a Tenderer. Failure to meet any of these set requirements as noted hereunder will render a tender unresponsive and the bidder will be automatically disqualified and shall not proceed to the Technical Evaluation stage.

B) **Technical Evaluation**: Bids will be checked for compliance with the technical requirements specified below and bids that do not meet the minimum set criteria shall not be evaluated further.

A. MANDATORY REQUIREMENTS EVALUATION

Bidders are required to meet the following criteria to qualify to participate in the procurement exercise:

Tenderers shall submit certified copies of the **MANDATORY** documents.

No	Requirement
1.	Duly filled, Signed & Stamped Tender Submission Form

No	Requirement
2.	Original Tender Security in the amount of 10% of the tender value in the form of bank guarantee valid for a period of 120 days from the date of tender advertising (Please include this in the envelope with the technical proposal.
3.	Attach a copy of certificate of Incorporation/Registration certified by commissioner of oaths.
4.	Attach a copy of a Valid Business Permit.
5.	Attach a copy of company registration document/CR12 (generated within the last 6 months) certified by a commissioner of oaths.
6.	Attach a copy of Tax Compliance Certificate valid at the time of tender opening. (Nyati Sacco shall confirm the Certificate validity from the KRA tax checker.)
7.	Duly filled and signed Confidential Business Questionnaire
8.	Dully Filled and Signed Declaration of Undertaking not to engage in corrupt and fraudulent practices, in the format provided
9.	Attach a duly signed and authorized power of attorney in the format provided
10.	The bidder must provide certification / authorization from the software manufacturer or distributor to do business as an authorized vendor for the proposed solution or Proof of ownership of the proposed solution
11.	All pages of the Request for Proposal (RFP) document(s) submitted by bidders shall be sequentially serialized and numbered and there shall be a table of contents indicating the page where each important item is located.
12.	Audited financial statements for the last three years (2021, 2022 and 2023)
13.	Proof of physical location e.g. Lease agreement/utility bill

Note 1: Please note that the authenticity of the documents provided above SHALL be verified with the relevant institution and any forgery or false presentation in any one of the above shall lead to automatic disqualification and shall render the concerned bid(s) non-responsive.

Note 2: Failure to submit all the above required documents may lead to disqualification and your proposal will not be considered for Technical and Financial evaluations.

B. Technical and Financial Evaluation

Technical Evaluation Attribute	Weighting Score	Score
A. Technical Specifications Submit a detailed description of the methodology and work plan for performing the assignment		**20**
Clarity and Understanding Demonstrate a clear understanding of Nyati Sacco's needs and objectives based on the requirements and Terms of Reference. Demonstrate comprehension of the overall scope, expected deliverables, and stakeholder needs.	**5**	
Approach and Methodology Detail how your implementation approach incorporates ERP/Core Banking best practices, change-over planning, and risk mitigation. Highlight adaptability to handle exceptions and describe the strategy for data migration	**5**	
Work Plan and Timeline Provide a realistic and phased work plan. Include key deliverables, major milestones, and estimated timelines for each activity across the entire implementation cycle.	**5**	
Resource Allocation Present the implementation team structure, including roles, qualifications, and responsibilities. Provide assurance on the availability of key personnel and technical tools to ensure successful project delivery.	**5**	

Technical Evaluation Attribute	Weighting Score	Score
B. Financial Capacity Provide evidence of the organization's financial strength and ability to support large- scale implementation: ***Annual Turnover:*** • Above KES 50 million = 5 Marks • Between KES 30–50 million = 3 Marks		10

Technical Evaluation Attribute	Weighting Score	Score
• Below KES 30 million = 1 Mark ***Bank Financing Letter:*** • Provide a current letter from a recognized bank indicating financial support/credit line of at least 30 million = 5 Marks ** **Nyati Sacco will verify these documents**.		
C. COMPANY Profile Demonstrate the firm's **reputation**, **industry experience in technology**, and **organizational structure**: 1. Years in Operation: o Over 10 Years => 3 Marks o 5–10 Years => 2 Marks o Less than 5 Years => 1 Mark 2. **Compliance Certifications**: o Submit certifications relevant to security and operational integrity such as ISO 27001, COBIT, AML = 2 Marks		5
D. Experience of the Firm Provide proof of experience in implementing **ERP or Core Banking Systems** in the last 10 years (maximum 20 marks): • Each project with Tier 1 or 2 SACCO (Assets > 1B) = (5 marks each up to maximum 20 marks) • 2 projects with any other SACCOs not in tier or 2 (Assets <1B) = (2.5 marks each up to maximum of 5 Marks) • 2 projects with Banks/Microfinance Institutions = (2.5 marks each up to a maximum of 5 marks)		20

Technical Evaluation Attribute	Weighting Score	Score
Supporting documentation: • Certified LPOs, LSOs, Contracts, • Certificates of Completion, and Reference Letters (including project scope) **Note: Nyati Sacco will verify these documents through reference checks**.		
E. Key Staff Qualification and Experience (**Project team)**		25
Project Manager/Team Leader as below: The Implementing team proposed shall have a team leader/Project Manager whose main duty will be to ensure that implementation of the system adheres to planned schedules and budgets. The lead implementer shall have the following qualifications and experience: • Bachelor's degree in computer science, IT, Business, Engineering or a related field. • Must be PMP Certified or Prince 2 Certified • Must have successfully implemented at least 3 similar projects of this nature in the Sacco/banking industry. • Must have at least 5 years of experience as a Project Manager • At least 7 years' experience in deployment of IT Solutions deployments/ implementations	4	
Business Analyst *Experienced business analyst in the relevant areas (HR Admin & Payroll, Finance and Accounting, Supply Chain Management/Procurement functional consultant and CRM)* **Core Duty**: Interpreting the requirements of the system to be aligned to Nyati Sacco's procedures and work-flows for the areas highlighted in the scope: • **Number of Business analysts/Functional consultants required:** Three (3) experienced Business Analysts • **Minimum Qualifications:** • Bachelor's degree in information technology, Business Administration, or	9	

Technical Evaluation Attribute	Weighting Score	Score
a related field • Relevant Certifications in the proposed technology or demonstrable experience • Over 5 Years' experience in execution of IT solutions deployments/ implementations in the Sacco Sector)		
Developers Core Duty: Development of the Technical customization and configuration requirements per Nyati Sacco's requirements. The System Developer shall have the following qualifications and experience. **Number Required:** Four (4) experienced System developers **Minimum Qualifications:** • Bachelor's degree in computer science or related field Experience of a minimum of 5 years in software Development specifically web and other relevant coding languages and with relevant tools for this project and technology • Relevant Certifications in the proposed technology or demonstrable experience • Over 5 Years' experience in execution of IT solutions deployments/ • implementations in the Sacco Sector)	12	
Total marks		***80***
Those who pass by 70/80 proceed to the demo stage		

Technical Evaluation Attribute	Weighting Score	Score
Demonstration Compliant bidders will be requested to make a presentation of their proposed solution for clarification and verification of existence of required features to be determined by the evaluation committee department-wise.	Demonstration of features and functionality of the solution	30
Site Visit or reference checks This will include site visits to selected clients where the bidder has successfully implemented the solution based on the references provided. At this stage, bidders shall be evaluated on a score basis.	Evaluate the extent to which the solution has addressed requirements matching with Nyati Sacco's technical requirements where the vendor has deployed and the user satisfaction.	10
		120
Scaled Score = (Bidder score/120) *80		**80**
Only firms scoring 65 out of 80 of the technical score will proceed to financial evaluation		**80**
Financial Evaluation Attribute		
Financial proposal (Value for money based on fee rates, inputs, and total costs of the assignment)	Bidder who passes the technical evaluation and has Lowest financial proposal	**20**
Total		**100**

4.0 Due Diligence

Nyati Sacco shall conduct due diligence to confirm and verify the qualifications and suitability of the bidder before award.

5.0 Negotiations

5.1.1 Nyati Sacco shall appoint a team for the purpose of contract negotiations or this may be carried out by the tender evaluation committee.

5.1.2 Negotiations will be held between Nyati Sacco and the successful bidder or top 3 bidders or all bidder that attain 70% and above overall score. The aim is to reach agreement on the fees and other terms and conditions followed by signing the contract.

5.1.3 Negotiations will include a discussion of both Technical and Financial Proposals, the proposed methodology and work plan, staffing and any suggestions made by the firm to improve the Terms of Reference. The financial negotiations shall establish if the costs per unit reflect reasonable market rates. Nyati Sacco and the successful bidder will then update and agree on final Terms of Reference, staffing, logistics, methodology and workplan, reporting, reimbursable expenses and any other aspects critical to the successful implementation. The agreed final Terms of Reference will then be incorporated in the "Description of Services" and form part of the Contract. Special attention will be paid to clearly defining the input required from Nyati Sacco to ensure satisfactory implementation of the assignment.

5.1.4 Having selected the successful bidder on the basis of, among other things, an evaluation of proposed key professional staff, Nyati Sacco expects to negotiate a contract based on the key professional staff named in the proposal. Before contract negotiations, Nyati Sacco will require assurances that the key professional staff will be sufficiently involved and available throughout the implementation. Nyati Sacco will not consider substitutions of key professional staff during contract negotiations or in the course of the project unless there is a compelling and justifiable cause or such changes are critical to meet the objectives of the assignment and whatever replacements are proposed have equivalent experience and qualifications at the very minimum. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the bidder may be disqualified. Proposed replacements of key professional staff must have equivalent or higher expertise and experience to the staff they are to replace, and such a request is subject to Nyati Sacco prior written approval.

5.1.5 The negotiations will conclude with a review of the draft form of the Contract. To complete negotiations, Nyati Sacco and the successful bidder will initial the agreed Contract. If negotiations fail, the project collapses and Nyati Sacco shall decide on the next course of action.

6.0 Award of Contract

6.1.1 The Contract will be awarded following negotiations.

6.1.2 The parties to the contract shall have it signed within 14 days from the date of notification of contract award unless there is an administrative review request.

6.1.3 Nyati Sacco may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

6.1.4 Nyati Sacco shall give prompt notice of the termination to the bidder and on request give its reasons for termination within 14 days of receiving the request from any bidder.

6.1.5 To qualify for contract awards, the bidder shall show evidence of having the following:

(a) Necessary qualifications, capability, experience, services, equipment and facilities
(b) Legal capacity to enter into a contract
(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.

7.0 Liquidated Damages

7.1.1 If the successful bidder fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract Nyati Sacco may, without prejudice to any other right of action/ remedy, it may deduct from the Contract Price, as liquidated damages, a sum of money as per the following schedule:

i. @0.25% per day of the proportional contract cost, for first 30-days

ii. @2% per day of the proportional contract cost for, next one week after expiry of first 30 days

iii. @3% per day of the proportional contract cost thereafter following expiry of the first 37 days which is attributable to such part of the Services / the Works as cannot, in consequence of the failure/ delay, be put to the intended use, between the scheduled delivery date(s), with any extension of time thereof granted by Nyati Sacco, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate, 50% of the total Contract Price.

8.0 Confidentiality

8.1.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the Bidders or to other persons not officially concerned with the process, until the evaluation is completed, and report approved.

9.0 Corrupt or fraudulent practices

9.1.1 Nyati Sacco requires that the Bidder observe the highest standards of ethics during the selection and award of the consultancy contract and also during the performance of the assignment. The bidder shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices. See appendix F.

9.1.2 Nyati Sacco will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

9.1.3 Further, a Bidder who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in Nyati Sacco procurements.

10.0 Specific Information to Bidder

The following information shall complement or amend the provisions of the information to Bidder, wherever there is a conflict between the provisions of the information to Bidder and the provisions of the specific information to bidder, the provisions of the specific information to bidder herein shall prevail over the provisions of the information to Bidder.

Clause Reference	Details
10.1.1	The name of client is: **Nyati Sacco Society Limited** **P.O. Box 7601-00200** **Nairobi.**
10.1.2	The method of selection is **Quality &Cost Based Selection (QCBS)**
10.1.3	Technical and Financial Proposals are requested: **Yes**
10.1.4	**The name of the Assignment is: Supply, Delivery, Installation, Customization and Configuration of a Core- Banking and ERP Solution.** **Objectives, and description of the assignment are:** Nyati Sacco intends to engage the successful bidder to supply, customize, configure and implement the following components: i) The Core-Banking and ERP Solution/Software with key modules, as specified in the scope. ii) The technical environment where applicable, to accommodate the full stack of software implemented.
10.1.5	A pre-proposal conference will be held: **No**
10.1.6	Bidder requiring a clarification of the documents must notify Nyati Sacco, in writing, not later than seven (7) days prior to the proposal submission date
10.1.7	Nyati Sacco will provide the following inputs: i) Office Space & Stationery ii) Counterpart personnel
10.1.8	i) The expected number of professional staff months required for each module for this assignment is as stated in the ToR ii) The minimum required experience of proposed professional staff is: [*as per ToR*]
10.1.9	**i)** Training is a specific component of this assignment: **Yes** **ii)** On-site support is a specific component of this assignment: **YES.** **iii)** Additional information in the Technical Proposal: **YES**
10.1.10	Taxes: Local tax liability, insurance **Local Tax Liability** The bidder shall indicate the applicable tax and its impact on the bid price. The basis of the prices and costs including applicable taxes required are adequately defined so that they can be meaningfully compared and later inserted into any resulting contract to represent the full cost of the procurement requirement. **Insurance**

Clause Reference	Details
10.1.1	The Bidder (a) shall take out and maintain and shall cause any Sub-Bidder to take out and maintain, at their (or the Sub-Bidder's, as the case may be), own cost, insurance against insurable risks.
10.1.2	The Bidder proposal shall be written in English language
10.1.3	The Proposal must remain valid for 120 days after the submission date.
10.1.4	Bidder must submit the Technical and Financial proposals SEPARATELY.
10.1.5	The subject of the email should be as "Bid No. and Bid Name and Vendor, **"Proposal for the Supply, Delivery, implementation, Customization and Configuration of a Core-Banking and ERP Solution**." NB: The Technical and Financial proposals shall also be submitted in separate emails and clearly marked as indicated above specifying Technical or Financial proposal respectively.
10.1.6	Proposals must be submitted no later than the following date and time: 23rd October 2025 2.30 p.m.
10.1.7	The assignment is expected to commence immediately after signing the contract.

SECTION III: - TECHNICAL PROPOSAL

11.0 Notes on the preparation of the Technical Proposals

In preparing the technical proposals the Bidder is expected to examine all terms and information included in the RFP. Failure to provide all requested information shall be at the Bidder's own risk and may result in rejection of the Bidder's proposal.

The technical proposal shall provide all required information and any necessary additional information and shall be prepared using the standard forms provided in this Section.

The Technical proposal shall not include any financial information.

12.0 Technical Proposal Format

Table of Contents

1. Technical proposal submission form

2. Firm's references.

3. Comments and suggestions of Bidder on the Terms of reference and on data, services and Facilities to be provided by Nyati Sacco.

4. Description of the methodology and work plan for performing the assignment

5. Team composition and Task assignments

6. Format of curriculum vitae (CV) for proposed Professional staff

7. Time schedule for professional personnel

8. Activity plan (work schedule)

1. TECHNICAL PROPOSAL SUBMISSION FORM

[_____________*Date*]

To:___________________ [*Name and address of Client)*

Ladies/Gentlemen:

We, the undersigned, offer to provide the services for _____________ ___________________________ [*Title of services*] in accordance with your Request for Proposal (RFP) dated_________[*Date*] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, [and a Financial Proposal submitted through a separate email].

We understand you are not bound to accept any Proposal that you

receive. We remain,

Yours sincerely,

____________________________ *[Authorized Signature]:*

_____________________________ *[Name and Title of Signatory]*

______________________________ *[Name of Firm]*

______________________________ *[Address:]*

2. FIRM'S REFERENCES

Relevant Services Carried Out in the last five years that Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm either individually, as a corporate entity or in association, was legally contracted.

<table>
<tr><td>Assignment name:</td><td>Approx. value of the contract [KES.]:</td></tr>
<tr><td>Country:</td><td>Duration of assignment (months):</td></tr>
<tr><td>Name of Organization:</td><td>Total No. of staff-months of the assignment:</td></tr>
<tr><td>Contact Address:</td><td>Approx. value of the services provided by your firm under the contract (USD)</td></tr>
<tr><td>Start date (month/year):____________

Completion date: ___________</td><td>N^o of professional staff-months provided by associated Consultants:</td></tr>
<tr><td>Role on Assignment:</td><td>Name of senior professional staff of your firm involved and functions performed:
•</td></tr>
<tr><td colspan="2">Narrative description of Assignment:
□</td></tr>
<tr><td colspan="2">Description of actual services provided by your staff within the assignment:
□
□</td></tr>
<tr><td colspan="2">Name of Consulting Firm through which services were delivered:

Name and Title of Signatory:</td></tr>
</table>

3. COMMENTS AND SUGGESTIONS OF THE BIDDER ON THE TERMS OF REFERENCE AND ON DATA, SERVICES AND FACILITIES TO BE PROVIDED BY Nyati Sacco.

On the Terms of Reference:

1.

2.

3.

4.

5.

On the data, services and facilities to be provided by Nyati Sacco:

1.

2.

3.

4.

5.

13.0 DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

5. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/Managerial Staff

Name	Position	Task

2. Support Staff

Name	Position	Task

6. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position:	
Organization/Company:	
Staff Name:	
Profession (Area trained/ experienced/qualified in):	
Years with Organization:	
Date of Birth:	
Nationality:	

Membership in Professional Societies:

Education:

[Summarize college/university and other specialized education of staff Member, giving names of schools, dates attended and degree[s/certificates] obtained.]

Qualification (Degree/ Cert)	Awarding Institution	Period of Study/Pursuit (or Date awarded) (year from-year to)

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff Member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments.]

Date (from MM/DD/YYYY to MM/DD/YYYY)	Employer/Employing organization	Title of Position Held	Location/Country

Detailed Tasks Assigned:

Task no.	Task	Task Description
1.		
2.		
3.		

Key/Relevant Qualifications/Experience:

[Give an outline of staff Member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff Member on relevant previous assignments and give dates and locations].

No.	Assignment title and Description	Period of assignment (from mm/dd/yyyy to mm/dd/yyyy)	Status of assignment (Complete, ongoing, stalled, cancelled)	Client	Employer at time of assignment	Title of Position Held on Project/ Assignment	Location / Country
1.							
2.							

Certification:

I, the undersigned, certify that these data correctly describe me, my qualifications, and my experience.

Full name of staff Member:	
[Signature of staff Member]	
Date:	
Full name of authorized representative:	
[Signature of authorized representative of the firm]	
Date:	

7. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL Months (in the Form of a Bar Chart)

Staff Name	Assigned Position/ Role on Project	Reports Due/ Activities/ Deliverables	1	2	3	4	5	6	7	8	9	10	11	12	**Number of months**

Milestones/Deliverables/Reports Due: ________

Total Activities Duration: _______

8. ACTIVITY (WORK) SCHEDULE

(a). Field Work Items

[1^{st}, 2^{nd}, etc, are months from the start of assignment)

	1^{st}	2^{nd}	3^{rd}	4^{th}	5^{th}	6^{th}	7^{th}	8^{th}	9^{th}	10^{th}	11^{th}	12^{th}	
Activity (Work)													
________________													
________________													
________________													
________________													

(b). Completion of milestones/Delivery of Deliverables

Milestone (or other deliverable)	Description and target date of completion
1.	
2.	
3.	
4.	

SECTION IV: - FINANCIAL PROPOSAL

14.0 Notes on preparation of Financial Proposal

The Financial proposal prepared by the Bidder should list the costs associated with the assignment. These costs would typically cover remuneration for staff, subsistence, transportation, services and equipment, printing of documents, surveys etc. as may be applicable. The costs should be broken down to be clearly understood by Nyati Sacco.

14.1.1 The financial proposal shall be in Kenya Shillings (KES) for local bidders and in USD for foreign bidders and shall specify all applicable taxes and costs of insurance where applicable.

14.1.2 Expenses will be reimbursed on the basis of payment invoices or other supporting documents, and according to the work progress, with a limit as specified in the contract. Nyati Sacco eligible reimbursable expenses include **ONLY** standard economy flight tickets, accommodation, and airport transfers expenses, local transport, communication, visa, and they should be reasonable and in line with Nyati Sacco guidelines.

14.1.3 The financial proposal should be prepared using the Standard forms provided in the sections indicated below:

1. Financial proposal submission Form
2. Summary of costs
3. Breakdown of price/per activity
4. Breakdown of remuneration per activity
5. Reimbursables per activity
6. Miscellaneous expenses

1. FINANCIAL PROPOSAL SUBMISSION FORM

________________*[Date]*

To: ***Nyati Sacco Society***
Limited Nyati Sacco Plaza,
NAIROBI WEST
P.O. Box 7601- 00200 Nairobi.

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for (__________) *[Title of consulting services]* in accordance with your RFP dated (_____________) *[Date]* and our Proposal. Our attached Financial Proposal is for the sum of (___________) *[Amount in words and figures]* inclusive of the taxes.

We remain, Yours sincerely,

[Authorized Signature]

[Name and Title of Signatory]:

[Name of Firm]:

[Address]:

2. SUMMARY OF COSTS

The financial proposal shall contain appropriate breakdown of costing and fees. The financial proposal to be prepared and submitted shall at least contain the following:

	Summary of Costs	
	Item Description	**Amount (USD or KES as applicable)**
1	ERP / Core-Banking Implementation Consultancy services for Core solution (Version of core modules indicated): 1. General Ledger 2. Budgets / Account Schedules 3. Finance and Accounting 4. Fixed Assets Management 5. Workflow management 6. Procurement/Supply Chain and Stores management core module and accompanying portals e.g. for suppliers to submit RFQs, proposals and where applicable invoices etc. 7. Human Resources Management core module and accompanying portals e.g. for recruitment, employee self-service etc. 8. Payroll and allowances and advances management. 9. Business Intelligence and dashboards. 10. Office 365 Integration 11. Integration with the existing Document Management System 12. Core-Banking: • credit module, customer service, registry, audit, FOSA, Microcredit, delegate management, Loan default management 13. Agency banking, 14. ATMs, 15. Internet Banking 16. Integration with all available E-Channels including mobile banking, agency banking, ATMs, internet Banking etc. 17. Integration to CRM 18. Integration with Contact Centre 19. Integration with IPRS 20. Integration with or configuration of an ECL (Estimated Credit Loss) Module (IFRS9) 21. Integration with third parties e.g. insurance for remittance of welfare, Safaricom for mobile banking transactions, Pesalink, CRB etc.	

Summary of Costs		
	Item Description	**Amount (USD or KES as applicable)**
2	Customization service costs (Indicate customization costs per module where applicable) • Include Reporting and Dashboards if considered customizations	
3	Implementation Consultancy services non-core modules (if not covered in 1 above)	
4	Database License costs (if applicable)	
5	Other Application Licenses (Per application) for any relevant related applications (if applicable)	
6	Acquisition of licenses for Additional Modules where optionally applicable (e.g. BI etc.)	
7	End user licences per category- Number of users 60 (if applicable)	
8	Software Maintenance (Annual) along with the Computation formula/rationale	
9	Recommended Hardware and the estimated Cost (Primary and DR)	
10	Hardware Support Costs (Annual) if you provided this service (if applicable)	
11	Training Costs (if applicable)	
12	Miscellaneous expenses (if applicable)	
13	Summary of payable taxes.	
	Total Bid Cost	

Item	Currency(ies)	Amount(s)
Subtotal		
Taxes		
Total value of Financial Proposal		

3. BREAKDOWN OF PRICE PER ACTIVITY

Activity No.: ______________________	Description: ______________________
Price Component	**Amount(s)**
Remuneration	
Reimbursables	
Subtotal	

4. BREAKDOWN OF REMUNERATION PER ACTIVITY

Activity No.: ______________________			Activity name:_	
Names	**Position**	**Input (staff months, days or hours as Appropriate)**	**Remuneration Rate**	**Amount**
Staff (i) (ii) (iii)				
Company/ Bidder				
Grand Total				

5. REIMBURSABLES PER ACTIVITY

Activity No.: ______________________			Name:________________________		
No.	**Description**	**Unit**	**Quantity**	**Unit Price**	**Total Amount**
1.	Flights (Economy only)	**Trip**			
2.	Airport transfers/ road travel	**Kms**			
3.	Accommodation	**Day**			
4.	Communication	**Day**			
	Grand Total				

NB: These are the only allowable reimbursable expenses and must be accounted for with supporting documents

SECTION V: - TERMS OF REFERENCE

15.0 Organization Profile and Background

Organization Profile

Nyati Savings and Credit Cooperative Society is a Deposit taking long-established and forward-looking institution, registered in 1977 under the Cooperative Societies Act by G4S Kenya Limited. Over the years, Nyati Sacco has grown into a dynamic financial cooperative with a membership of over 33,000, comprising individuals from the diaspora, businesspeople, spouses of members, registered groups, and corporates operating under a non-check-off arrangement.

Background

Nyati Sacco currently runs its operations on the Vanguard Core-Banking system provided by Centrino. The Sacco intends to change the Core banking system and alternative channels to a more robust system to support its growing requirements and diverse operations. In this regard, we would like to invite sealed bids from eligible and reputable consultants to supply and implement (including configuration and customizations), a robust ERP/Core-Banking Solution that meets Nyati Sacco's requirements.

The requirements captured in this document include the typical functionalities required in the ERP / Core -Banking Solution which are indicative and not exhaustive. The bidder shall undertake scoping to ensure that the proposed ERP / Core-Banking Solution covers all the requirements, quality standards applicable to each functional area, statutes, rules and regulations applicable to the functions and the best practice in each discipline.

Current Status of the ERP / Core -Banking Solution and Business Processes

The Vendor is required to understand the current systems in place and with the guidance of the users, ensure any existing gaps are addressed during the setup of the new solution. The Vendor should take users through the new solution and functionalities by educating and training.

The proposed solution will cover requirements for all the departments at the Sacco. The Vendor is required to provide a solution that is superior to the existing system and train technical and end users. The successful bidder shall engage the Sacco to agree on a schedule and an agreed time frame to which both parties MUST commit themselves. The project should be completed within twelve (12) months after project contracting.

Bidders will be required to provide post implementation support and maintenance services for one (1) year, the cost of which should be included in the contract sum if billable.

The Project will cover but not be limited to the below areas:

1. Finance and Accounting Management

2. Procurement & Supply Chain Management
3. Credit Management
4. Front Office Services Activities (FOSA) Management (and Back Office services management)
5. Human Resource and Administration
6. Payroll
7. Marketing and Business Development Management
8. Business Intelligence (Dashboards, notifications/alerts and reports)
9. System Administration
10. Member Data and Documentation Management
11. Diaspora Membership Management
12. Comprehensive Training
13. Customer Service management and Call Centre integration
14. Support for Audit, Risk and Compliance reporting, logging, internal controls enforcement and information requirements
15. Support for statutory reporting Compliance
16. Environment and social Safeguard
17. Integration with Customer Relations Management, Call manager, IPRS, EDMS, Mobile and internet banking, BI and Call Centre Management systems, Integration with ECL (Estimated Credit Loss) Module for Finance, B2B integrations to other financial institutions.
18. Corporate communications
19. Corporate Social Responsibility

The new ERP/Core-Banking solution is expected to support a seamless end-to-end automation and integration of processes and activities in all the modules. The process flows in each module, and the integration thereof shall incorporate Nyati Sacco's operational needs, best practices, and latest technological developments and capabilities.

16.0 Description and Objective of the Assignment

The detailed specifications and functional requirements of the ERP/ Core-Banking and individual modules shall seek to have a system that is implementable within a reasonable timeline, provides operational efficiency, is cost effective, provides end-to-end integration and is user friendly.

Additionally, Business Intelligence and improved integrations to the CRM, Contact Centre, mobile banking and EDMS are part of the requirements, to be informed by the vendor's advice and proposed solution.

The vendor seeking to carry out the implementation should make an assessment, quote and provide an estimate for any hardware and software required to implement the full suite of software, to be validated against the existing hardware once on site.

The solution setup proposed should be set up so as to run in a redundant manner on both a primary computing site and with a fail-over to a proposed DR site. The setup should be secure, scalable and of a modular architecture that future-proofs Nyati Sacco's operations against current and future infrastructure and market changes and challenges.

Nyati Sacco recognizes that this is an extensive undertaking and therefore, The Sacco would like the Bidder to be cognizant of and appreciate its vision. Therefore, the response to the RFP needs to speak to this vision and demonstrate commitment of the vendor team for the entire period of the contract.

To enhance service delivery, the suite of solutions being sought by Nyati Sacco is expected to:

i) ensure that Sacco has adequate licenses.
ii) ensure successful ERP /Core Banking, implementation with a licensed modern ERP / Core- Banking System and a database management system that will address the automation of the entire organization.
iii) Improve operational efficiency and effectiveness
iv) Reduce operational costs
v) Improve productivity
vi) Enhance the availability of management information
vii) Enable complete and seamless integration with other information systems in use
viii) Support availability and sharing of information across modules, eliminating duplication of effort.
ix) Ensure ability to segregate duties, define and restrict levels of access for different users within the organization.

The vendor should give as much information as possible about their capability to plan, design, customise, deploy, configure and test the suite of solutions as well as manage the process end-to-end using structured methodologies and skilled personnel including support.

17.0 Scope of Implementation

The work will entail but not be limited to implementation of the following main elements at Nyati Sacco Society Limited HQ and any future offices as per the Specifications:

- The vendor will be required to comprehensively review the current implementation and requirements documents, identify gaps, and re-engineer and automate processes with an aim of improving the overall performance of the systems, carry out data conversions and reorganization as well as data migration.

- The Core -Banking and ERP Solution implementation should be able to conform to the following minimum functionalities in each thematic area. The detailed technical specifications/features are captured in Appendix A

18.0 Additional features and requirements

The vendor should have comprehensive knowledge and experience of ERP business management solution for financial sector especially Sacco's with Web based features and supports Workflow with enhanced graphical user interface for simplicity and ease of use.

Nyati Sacco Society Limited would like to acquire and deploy an adaptable and scalable Core-Banking and ERP solution that fully supports enterprise-wide processes and functionality. The desired Key Features shall include:

a) An Intuitive graphical interface ensuring a short learning curve
b) The systems should be network-ready supporting multiple users with access control using passwords at a minimum
c) Web access with full functionality which enables stakeholders' accessibility.
d) member Self Service portals
e) HR portals e.g. recruitment, employee self service
f) Procurement portal e.g. supplier portal.
g) Workflow and Alert Management: Process Workflow, Alerts and embedded Document attachment
h) Email Integration
i) Integrating with other systems including but not limited to e.g., internet banking,
   Mobile Banking, CRM, Contact Centre, EDMS, Mpesa, Banks and Service Portals
j) Business Intelligence & Analytics (Installation and configuration of the Business Intelligence Tool or integration to the existing tool)
k) Tailored MIS reports on dashboard for different categories of users
l) ERP / Core -Banking information management
m) Ability to create ad hoc queries, reports, analysis, dashboard, and user- friendly information search and navigation functionality,
n) Support for Set up of role-based access for each user

19.0 Post Implementation Services

a) Technical Support (TS) for Application Software and Users
b) Additional Customization, add-ons setup and deployment of any upgrades and patches
c) Supply of additional Licenses for Packaged Solution Modules
d) Warranty for the Core-Banking and ERP solution and Database system supplied where applicable.

20.0 Expectation on Roles and responsibilities

i. Requirements gathering, gap analysis, solution design, customization, user training, and thoroughly testing all modules-including all related software necessary for the smooth running of the solution within Nyati Sacco, and successful transition to live use of the new Core-Banking and ERP solution.
ii. Adherence to Good industry practices, applicable laws, and technical specifications of components stated in this document
iii. Ensure secure coding practices are incorporated into each phase of the software development/implementation life cycle.
iv. Ensure security and performance issues are addressed throughout the project.
v. Deploy suitably skilled personnel (dedicated team) for this project.
vi. Ensure that the process of switching over to the new solution is well planned and smooth with minimal or no service disruption.
vii. Submit detailed design, specifications, documentation, and manuals (softcopy) of system/s being implemented.
viii. Establish formats, standards, database parameters, and protocols for communication among the different sub systems.
ix. Adhere to within the project implementation timelines estimated in this RFP and the Project Plan. Effective implementation of the project activities according to agreed work plans, and milestones within the specified time frame and budget.
x. Provide bi-weekly and monthly implementation progress reports
xi. Ensure quality, robustness, security, and functionality of all hardware, software components associated with applications provided.
xii. Implement a secure and protected access control system to control access software application systems and databases, limiting access to authorized personnel only.
xiii. Employ the right data migration strategies to maintain data integrity, completeness, availability, and usability as and when required.
xiv. Set up appropriate security measures for the information and data generated from operations of the solutions provided and deploy standard disaster recovery procedures.
xv. Management procedures for contingency plans, and back-up plans to cope with any system failure.
xvi. Document detailed support for the software/s offered covering each module including a maintenance plan. The plan must cover procedures and parameters for preventive and break-down maintenance, as well as maintenance review procedures.
xvii. Guarantee up-time and adequate performance of software/s at the Central Data centre
xviii. Guarantee smooth functioning of all functionalities and software
xix. Integrate with other Nyati Sacco's software's and API's add-ons in an efficient and secure manner where applicable.
xx. Ensure efficient services, polite and courteous behaviour of your employees.

The Service Provider shall be liable for any misconduct or unreasonable offense of its employees and shall take prompt and appropriate action.

xxi. Participate in all meetings, committees, etc. as directed by Nyati Sacco from time to time.

xxii. Nyati Sacco during the period of the contract, based on its technical and functional requirements, can add additional third-party application interfaces to the Solution.

xxiii. The Bidder should extend all necessary support and assistance for addition to the Solution of any third-party applications and interfaces desired by the Society.

xxiv. The Bidders should provide statements in writing certifying to a reasonable level of assurance about the integrity of the proposed applications and solutions and their being free of malware at the time of sale, free of any obvious bugs, and free of any covert channels in the code (of the version of the applications being delivered as well as any subsequent versions/modifications done thereafter)

xxv. Impart Training and Knowledge Management to Nyati Sacco's management and personnel – End users, Train the Trainers, Technical and hand hold the users post migration for a defined time period.

xxvi. The Bidders must factor in all licenses, including licenses for suitable databases for all applications/solutions proposed in the RFP response for the purpose of the Solution.

xxvii. The Bidder will be responsible for successful quality data migration from the existing systems to the proposed solution.

xxviii. Project Implementation Services
   a) Implementation and customization of various modules and reports
   b) User Acceptance Testing (UAT)
   c) Data Migration from current data formats
   d) Go-Live readiness Test & Live Implementation
   e) Launch and Go Live hand holding support.

xxix. Integration with existing systems – Contact Centre, Mobile Banking, EDMS, etc., mpesa for reconciliation) and any additional integrations that will be required.

21.0 APPROACH AND METHODOLOGY

Bidders shall submit a brief approach and methodology. The bidder should clearly provide information regarding the proposed implementation methodology. This should be framed in terms of the various stages associated with the implementation. The approach and methodology shall be structured. It should adhere to the globally accepted best practices for ERP/ Core-Banking implementation and should cover the following broad phases or elements:

1. Project initiation/planning/Preparation.
2. System Study/Requirements gathering/scoping
3. Business Process and system Design.
4. Realization/configuration/customization/development.
5. Integrations
6. Testing (Validation)
7. Data migration (extraction, transformation and loading)
8. User and Technical training.
9. User adoption and support.
10. System stabilization support.
11. Post implementation support.

In addition, the bidder should identify the tools that will be utilized for maintaining the project schedule and required resources. This should include the tools to be used for system design and blueprints as applicable.

22.0 WARRANTY

a. Demonstrate capability to offer post commissioning review services on successful implementation and migration.
b. To offer twelve months post Go-Live free handholding support

23.0 DELIVERABLES AND TIME SCHEDULE

The implementation is expected to take at most 9 **months** from assignment kick-off. The Bidder should develop a project implementation timeline aligned to the scope of work indicating the detailed activities and assignment of key staff using the format below:

	Weeks from Assignment Start Date														Estimated Duration from Assignment start date (no. of weeks)
Deliverable	1	2	3	4	5	6	7	8	9	10	11	12	13	14	…	

24.0 FACILITATION AND OTHER INFORMATION

a. **Office & Stationery**

The Bidder is made aware that the provision of the following facilities/services will be its responsibility:

(i) The provision of accommodation and office facilities/equipment
(ii) The provision of all vehicles and transport arrangements
(iii) Medical arrangements for the vendor staff
(iv) Maintenance of security and cleanliness in and around the facilities occupied by its staff
(v) Other support services as may be necessary

b. **Nyati Sacco Staff**

Nyati Sacco will assign staff to coordinate the provision of information and access as may be required by the winning Bidder during the duration of the assignment. The assigned staff will be part of Project Team and the Project Steering Committee.

25.0 TRAINING AND KNOWLEDGE TRANSFER

Nyati Sacco Society Limited attaches great importance to the training of its staff at different levels including system support, database administrators, developers, operational personnel and end users.

a. The successful vendor will be required to provide training as an essential part of the contract. The supplier will conduct training using the most efficient and effective techniques and use qualified personnel.
b. Training for the project administration must be participatory.
c. Training for end users will be on-site and scheduled according to the user roles.
d. The bidder should include the training program and cost in detail for the training requirements and means to assess its adequacy.
e. Training manuals in both soft and hard copies should be provided.
f. As part of the implementation process the vendor will train Nyati Sacco Society Limited ICT personnel to gain significant expertise in both the technology used by the application as well as the inner workings and Backend of the application itself. It is a requirement of the engagement that that comprehensive training be conducted for super users, administrators, developers and end users. Selected users will be trained up to certification level in an accredited institution.

The Bidder will undertake to conduct training on the solution. In this regard, the Bidder will propose suitable training approaches and methods to undertake this task. In addition, the

Bidder will include all its costs, necessary to carry out the training in its Financial Proposal, including time, training and materials. Further, the Bidder will provide a detailed programme outline. The Bidder may suggest an alternative duration and sequencing for training.

26.0 SUGGESTIONS FOR IMPROVEMENT OF TERMS OF REFERENCE (TOR)

The Bidder may offer suggestions and improvements in the Terms of Reference, which it considers would result in better implementation of the project. Such proposals if accepted will form part of the Terms of Reference of the proposals submitted by the Bidder. The effect on time and cost estimates given under the above clause shall be clearly identified.

27.0 APPENDIX – A Detailed Functional Requirements and Response Guidance

The vendor is required to indicate the degree of support provided by the solution against each requirement by completing the detailed functional requirements in Appendix A. Whenever a requirement is not "Fully Supported", the vendor is required to provide a clear and concise explanation in the comments' column.

In estimating the costs, level of effort and time required, the below broad requirements should be considered, some for which will need to have the solutions demonstrated during the demonstration sessions. The feasibility/degree of support has been classified as below, to which the vendor should respond as appropriate:

Detailed Functional Requirements

FS- Feature or Capability Fully Supported with out-of-the box functionality in the current system

CR- Configuration required e.g. repurposing an existing function/functionality or to creation of a work-around using existing functionality, without core source code changes, in order to comply with the requirement (Partially supported)

TP- Third Party product or add-on would need to be introduced and integrated in order to meet/comply with the requirement.

SC- Source code changes required in order to comply with requirement (requires modification/ customization at source code level).

NS- Not currently supported. Either the system does not and cannot support this requirement or functionality or, if the feature is in the roadmap and will be supported in a future release of the solution, indicate the future release date and version number of the release that will include this, in the comments.

a) FOSA

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.1	**Account opening, Closure and Reactivation**						
1.1.1	**Account Opening**						
1.1.1.1	System should capture comprehensive members biodata for KYC						
1.1.1.2	It should allow for self-registration i.e., the member should initiate process using registered mobile number through Sacco's USSD.						
1.1.1.3	Should provide for group registration						
1.1.1.4	Account number should include the membership number as the starting portion of the account number, then with a suffix for different accounts.						
1.1.1.5	The system should be integrated with IPRS and Safaricom (mpesa registration details) system for details validation during the account opening/member registration process.						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.1.1.6	The system should allow for automatic account opening approval, but with a provision to allow for manual intervention in case of errors.						
1.1.1.7	The system should provide/allow for creation of other FOSA accounts all with the member number as the prefix.						
1.1.1.8	The system should reference and auto populate existing details from the member registration process.						
1.1.1.9	The system should send a notification to the member on successful registration with the account number or failure if the process is unsuccessful.						
1.1.1.10	Alternatively, system can auto-generate default accounts at member registration.						
1.1.1.11	The system should not allow duplicate/re-registration of FOSA accounts where a member has already successfully created one. Unsuccessful accounts should be transferred to the office for resolution/editing etc.						
1.1.1.12	Before submission of the account opening/creation request, the USSD process should include a step for acceptance of terms and conditions by the member.						
1.1.1.13	On successful registration, the system should provide the user with a one-off PIN that they must change, which they will be using for accessing mobile banking.						
1.1.2	**Account Closure**						
1.1.2.1	Should allow closure of account. (The system should allow to charge fees, to capture a reason for closure, only allow closure with the conditions met including BOSA requirements to allow closure)						
1.1.3	**Account Activation and deactivation**						
1.1.3.1	System should support automatic change of status to dormant or active when specific conditions are met						
1.1.3.2	Should allow re-activation of dormant accounts						
1.1.4	**Reports**						
1.1.4.1	Provide reports on various accounts status - Active, Dormant etc.						
1.2	**360 Degree view of customer information**						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.2.1.1	Should allow view of all members details in one screen (all member details)						
1.3	**Customer Statement**						
1.3.1	Should allow generation of customer statements by FOSA and customer service staff and the ability to output/route them to different output modes e.g. to file (save), email, Printer, Pdf etc.						
1.4	**FOSA**						
1.4.1	**Teller Processing**						
1.4.1.1	Supports inter-teller transactions						
1.4.1.2	Generate receipts/fee transaction slips capturing the member's details among other information						
1.4.1.3	Teller transaction reversals / error corrections with approval by the supervisor						
1.4.1.4	Support pop-up (on-line) reference/help screens for tellers.						
1.4.1.5	Automatically prompt the teller depending on whether a referral is required -limit authorization, insurance limit prompts etc.						
1.4.1.6	Provide a report listing teller transactions by type on a daily and monthly basis including any transactions that require authorization.						
1.4.1.7	Serialized teller transactions with accompanying reports						
1.4.1.8	Automated payment vouchers.						
1.4.1.9	Batch payments management with generation of user defined reports						
1.4.1.10	Segregation of duties during batch processing						
1.4.1.11	Cheque management; clearing, user defined reports, effect necessary charges						
1.4.1.12	Treasury Management; treasury journal, Cash transfers across						
1.4.1.13	tellers; Generation of necessary reports						
1.4.1.14	The system should not allow overdrafts unless it has been authorized.						
1.4.1.15	The system should be able to automatically generate a voucher/receipt indicating the amount withdrawn.						
1.4.2	**Teller's Cash/Teller cash management**						
1.4.2.1	The system should be able to capture the following details when a teller is given a cash float including teller name, teller number, time of request, current float, amount given and new float amount.						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.4.2.2	The system should enable the user to create customizable user fields that will capture additional information not specified.						
1.4.2.3	The system should be able to facilitate online cash replenishments by the tellers.						
1.4.2.4	The system should be able to send an alert to the teller and the main cashier when a teller exceeds a specified amount of float.						
1.4.2.5	The system should be able to trigger reviews and approvals of cash float request.						
1.4.2.6	The system should be able to block the teller from transacting beyond their float limit.						
1.4.3	**Cash Withdrawal Reports**						
1.4.3.1	The system should be able to provide a report of cash withdrawals over a given period of time, and amounts.						
1.4.3.2	The system should be able to provide summarized reports such as cash withdrawals per cashier, deposits exceeding certain amounts.						
1.4.4	**Cheque Receiving and Processing Procedure**						
1.4.4.1	The system should be able to capture the following additional details regarding cheque deposit by the customer: member number, member names, transaction date and time, cheque number, date of the cheque, cheque amount, payee details, drawer details, payee account number, cashier name, teller staff number, and authorizations (if any).						
1.4.4.2	The system should facilitate the capture of cheque details including the image of the cheque, the amount in the cheque, the cheque number, the Magnetic Ink Colour Recognition (MICR) line in the cheque etc.						
1.4.5	**Reports**						
1.4.5.1	The system should be able to provide a report of the cheque deposits made using identifiable parameters.						
1.4.5.2	The system should be able to provide reports such as cheque deposits made per cashier, per customer, cheque deposits exceeding certain amounts etc.						
1.4.6	**Bankers Cheques**						
1.4.6.1	The system should be able to capture bankers' cheque details during processing.						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.4.6.2	The system should enable the user to create customizable user fields that will capture additional information not specified.						
1.4.6.3	If funds are available in the members account, the system should be able to automatically debit the members' account and credit the bankers' cheque control account.						
1.4.6.4	The system should be able to process the relevant charges in banker's cheques transactions.						
1.4.6.5	Should generate required bankers' cheque reports.						
1.4.7	**Verification of Teller Transactions Procedures**						
1.4.7.1	The system should be able to automatically reconcile the cash balance as per the General Ledger (GL) and the teller's accounts at every close of day.						
1.4.7.2	The system should be able to note and give an alert of any variances in the reconciliation.						
1.4.7.3	System to allow tellers to make electronic requests for close out with difference after day end balancing with the appropriate approvals						
1.4.8	**Reports**						
1.4.8.1	The system should be able to provide reconciliation reports of the teller transactions.						
1.4.8.2	The system should be able to generate report on list of discrepancies and correction actions taken.						
1.4.8.3	The system should be able to generate report on list of branch cash discrepancies per day per teller.						
1.4.9	**Savings**						
1.4.9. 1	Provide for individual & group savings						
1.4.9. 2	User defined savings products; standing orders, savings repay loan options etc						
1.4.9. 3	Interest computation and Bonus						
1.4.9. 4	Savings Module to support recovery of cheque clearance fees, ledger, entrance fees etc.						
1.4.9. 5	Interest Computation based on (1) Minimum Daily Balances (2) Minimum Weekly Balances (3) Minimum Monthly Balances						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	(4) Minimum Quarterly Balances (5) Average Monthly Balances (6) User defined						
1.4.9. 6	Support blacklisting of categorized members e.g. defaulters, forgers, etc. or the ability to suspend/prevent certain members from applying for certain loans.						
1.4.9. 7	Transfer group members from one group to another						
1.4.9. 8	Provide group transactions statement						
1.4.9. 9	Support account closure and provide report (available on demand report listing closed accounts on various parameters and filters e.g. per defined period, reasons for closure etc.)						
1.4.9. 10	Provide support for issue of Customer Sacco cheques						
1.4.9. 11	Provide support for ATM services, Mobile Banking, Internet, Agency Banking and POS						
1.4.10	**Time/Fixed deposit Product**						
1.4.10.1	Provide ability for the SACCO to determine and adjust/configure the minimum conditions (duration and the amounts) required for qualification for the Fixed deposit product/certificates (The Sacco's staff should be empowered with ability to make these adjustments on their own without necessarily needing vendor intervention/ assistance to achieve this every time)						
1.4.10.2	Automatically generate pre-maturity notices. (For both requests for pre-mature withdrawal and for accounts whose maturity is approaching)						
1.4.10.3	Provide ability to automatically calculate early withdrawal penalties						
1.4.10.4	Provide support for call deposit/ Recurring Deposits (messages broadcast targeting members with deposits)						
1.4.11	**Shares**						
1.4.11.1	Support dividend computation monthly, quarterly, semi-annually, annually or at maturity						
1.4.11.2	Provide ability to compute savings interest by: i) variable rate per balance plateaus (e.g. on the plateau balances only, or the whole balance if desired). (Provision to vary						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	parameters on an ongoing basis and allow members to earn interest)						
1.4.11.3	Provide ability to automatically prevent a transaction if the account balance drops below the share pledge amount.						
1.4.11.4	Provide ability to close out a share account (member exit), calculate and disburse dividends up to the close-out date, and transfer funds (shares) to another member in one transaction.						
1.4.11.5	Ability to detect duplicate member accounts						
1.4.11.6	Allow for savings/deposits to be used for loan offsetting of any outstanding loans for withdrawing members and defaulters						
1.4.11.7	Provide for limits by product by account						
1.4.11.8	Provide for share transaction listing report (daily, monthly, other)						
1.4.11.9	Provide ability to automatically calculate early withdrawal penalties						
1.4.11.10	Allow share capital to be received and posted by teller.						
1.4.11.11	Provide for ability to generate members ledger/statement per type of account (e.g. a report)						
1.4.11.12	Support for Standing Orders and related procedures						
1.4.11.13	Support for configuration ATM management processes						
1.4.11.14	Support for funds transfer integrations i.e. EFT, Pesalink, RTGS etc.						
1.4.12	**Other requirements**						
1.4.12.1	The solution/system should provide the Option to sign up a member for optional notifications via SMS to member on account activities e.g. notifications on deposit, withdrawal always or when a certain threshold is attained or other activity selected						

b) Credit

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.5.1	**Credit General Requirements**						

Ref	Requirements	FS	CR	T P	S C	N S	COMMENTS
1.5.1.1	The system should retain historical data on loan products and Mandatory savings products/deposits linked to loans. The system should be able to provide the member statement on all products whether current or fully cleared.						
1.5.1.2	The system should be able to maintain a record of historical data on Collaterals and guarantors, individual and group guarantee to enable tracking and for use in both individual borrowing and group borrowing.						
1.5.1.3	The system should be able to tie certain saving products or to use them as the basis for granting loans e.g. a member can get up to a maximum of x4 of deposits, x2 of fixed deposit etc.						
1.5.1.4	The system permits the addition and modification of loan products for defaulters who wish to reinstate payments but were not part of the balances Brought Forward (B/F) during system change over.						
1.5.1.5	The system should be able to provide Information reports to assist Loan officers in tracking Loans.						
1.5.1.6	Integrated with the accounting system, deposit monitoring and customer information						
1.5.1.7	The solution should have functionality to support correct handling of early, late and partial payments of loans (The system should be able to accommodate members with different payment plans(monthly, weekly, annually) and those that wish to make payments in advance).						
1.5.1.8	The system should ensure correct handling of extra payments.						
1.5.1.9	The system should Credit scoring capabilities based on information from internal and/or external sources,						
1.5.1.10	Ability to flag loan accounts that do not meet the group criteria that has been defined for the product and generate exception reports on the same,						
1.5.1.11	The system should be able to have a way to define a solution to zero loan balances that are due to immaterial decimal amounts arising from unrounded off interest computations, and that should be rounded						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	off or managed some other way to align with the repayment schedule generated. E.g. the solution should have the ability to identify and categorize loans with a 0.01 balance, appropriately and indicate them as paid/closed, preventing over recovery or auto provisioning.						
1.5.1.12	Modifications to an existing or completed loan account should trigger a request for approval before being implemented. System should be able to restrict such access to specific staff.						
1.5.1.13	The solution should be able to support charging of different interest types based on the loan product features e.g. Support for discounted, flat, stepped or capitalized interest rates.						
1.5.1.14	Support for variable interest rate configuration, where interest rate can be changed for one account, whole product or all accounts in one product						
1.5.1.15	Commissions and fees should be defined as settings linked to products and/or customer groups. The system should be able to apply these automatically without manual intervention						
1.5.1.16	Support simulation and balloon payments						
1.5.1.17	The system should be able to allow preview of the different repayment schedules before adopting them						
1.5.1.18	The system should have support for different payment methods: cash, cheque, card, salary check off, standing order, mobile money, etc.						
1.5.1.19	Permits charging or suspension of penalty fees and deferment of loan payment						
1.5.1.20	Permits grace periods for loans						
1.5.1.21	Permits refinancing of a loan						
1.5.1.22	The solution should permit interest capitalization. The system should be able to allow interest to be charged for past/future periods.						
1.5.1.23	It should accommodate different Lending Methodologies like individual and group lending,						
1.5.1.24	It should allow different loan repayment types,						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.5.1.26	The system should enable the user to create customizable user fields that will capture additional information not specified,						
1.5.1.27	The system should be able to attach scanned documents received from loanees and assign them to the loan product created in the system. The Sacco officer/user should be able to have a 360 view of all commitment letters, demand letters mailed, etc.)						
1.5.1.28	The system should allow for defaulted loan attachment to guarantors upon a trigger (Lien to be imposed on Guarantors' share capital or their deposits that were used as collateral for the defaulted loan). The system should allow for guarantors to be attached if a loan has gone for a specified duration in arrears.						
1.5.1.29	Should be able to show the loan status for each application, and						
1.5.1.30	Integration to CRB (The system should be able to generate reports in the format required for purposes of uploading data onto the CRB portal).						
1.5.1.31	The system should support interest calculation on user-definable/configurable year e.g. on a 360 and, or 365-day year, on a daily, monthly, average or quarterly basis. Support 360 and 365-days interest calculation, daily, monthly average, quarterly.						
1.5.1.34	Provide ability to produce finished documents including disclosures and notes.						
1.5.1.35	Support reversals of payments made on the same day and make all needed adjustments of interest, principal, due dates and late charges.						
1.5.1.36	Swipe standing orders on loan repayments-recover available funds from account for loan repayments						
1.5.1.37	Provide different ways of recognizing/determining interest earned every month. The system to allow interest to be charged for loans either manually or automatically.						
1.5.1.38	Ability to handle Individual and group products i.e. Group Lending						
1.5.1.39	Automatically generate loan repayment schedule, modifiable with change in date, principal, or interest Amount						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.5.1.40	Ability to manage Guarantors and release them when the guaranteed loan is fully paid.						
1.5.1.41	Manage security / Collateral						
1.5.1.42	Able to distinguish restructured loans/rescheduled loans from regular loans.						
1.5.1.43	Provide for repayment history						
1.5.1.44	Provide ability to track and report on open and closed contracts						
1.5.1.45	Provide for personal ledger for per member						
1.5.1.46	IFRS 9 compliant especially on loans issued						
1.5.1.47	Distinguish delinquency management facilities i.e. Loan in arrears by: i) 1 day ii) 1 week iii) 1 month iv) 3 months v) 6 months, etc.						
1.5.1.48	Ability to view/report on Historical loans records by member						
1.5.1.49	Loan processing status maintenance tracking (applied pending, approved, disbursed, rejected)						
1.5.1.50	Ability to provide a list/report on-screen and to a file, of black-listed Members (loans) and to bring a pop-up/alert when processing an application from such a member.						
1.5.1.51	Provide option to write-off loans (provide for loans write off with approval levels).						
1.5.1.52	The system should have a provision for loan appraisal						
1.5.1.53	The system should be able to attach guarantors/collateral securities to loan products for both individual borrowing and group borrowing.						
1.5.1.54	The system should have the ability to auto re-attach loan guarantors and reinstate standing orders where a previously cleared loan gets a balance caused by either reversal from guarantors or reversal of a payment, that was previously made an posted. The solution should be able to enforce auto-restoration of loan product parameters triggered by an existing loan balance.						
1.5.1.55	Support the ability to setup and use different modes of Interest calculation e.g. type (1) Flat rate (2) Declining Balance						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	(3) Fixed Rates (4) Discounted rates (5) Floating /Variable Rate (6) User Defined.						
1.5.2	**Loan Processing**						
	Loan registration						
1.5.2.1	This entails capturing of data into the system i.e. Member number, product, amount applied, period, loan purpose and guarantors.						
1.5.2.2	The system should be able to capture all the details from the Loan Form (online form or submitted form)						
1.5.2.3	The system should display and print loan schedules						
1.5.2.4	Members and guarantors' confirmation via OTP or other verifiable means						
1.5.2.5	It should allow for capturing of data into the system i.e. Member number, product, amount applied, period, loan purpose and guarantors.						
1.5.2.6	The system should be able to retrieve and display loan schedules						
1.5.2.7	Ability to produce a report of loans registered but not approved.						
	Loan Approval						
1.5.2.8	Approver should be able to check loan application and re-open if there are errors for correction. Should not be able to edit.						
1.5.2.9	The system needs to have internal scoring mechanism.						
1.5.2.10	Maker checker effectiveness.						
	Loan Disbursal						
1.5.2.11	The levels of rights should be specific such that the officer posting cannot be the approver at the same time.						
1.5.2.12	Re-open loans with errors.						
1.5.2.13	System should display the amount applied, charges levied, net payable and the account to be credited.						
1.5.2.14	The system should reject posting loan with negative net pay out.						
	Loan Default Auto recovery						
1.5.2.15	All loan arrears to be recovered automatically at close of the day when funds are available in savings accounts.						
1.5.2.16	Should allow for new loan posting recovering all loan default arrears due.						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.5.2.17	Should allow for instances of refinancing.						
1.5.3	**Guarantor Management**						
1.5.3.1	Allow for value-based guarantee (guarantee a defined amount or portion of the total loan rather than a blanket form of guarantee). Provide for guarantee by value and by number of guarantors.						
1.5.3.2	The system should include a control to avoid overlap in use of deposits to guarantee loans.						
1.5.3.3	During recovery from guarantors the system should prorate amounts to be recovered per guarantor, according to amount guaranteed.						
1.5.3.4	The system to provide for different criteria of distributing the defaulted amounts to guarantors, e.g. Pro-rata, as per amount guaranteed, equal rate, etc. The system user/Sacco recovery officer, should be able to distribute a defaulted portion of a loan to the guarantors, and the system should maintain/retain such history.						
1.5.3.5	Prorated release of guarantors upon payment. The system should be able to show the current guaranteed burden based on the current loan balance, which should auto update whenever a payment is done by the loanee.						
1.5.3.6	Enhanced guarantor verification: • Guarantor is not dormant or inactive or bl have attained the deposits required. Acco have any remarks to guarantor. • Has not defaulted on any of his/her curre • Guarantor shares/deposits are sufficient t proposed guarantee amount.						
1.5.3.7	The system should be able to notify guarantors via SMS of the loan amount they have guaranteed and member whom they have guaranteed.						
1.5.3.8	Provide for guarantee by value and by number of guarantors						
1.5.3.9	Allow for loans being repaid by guarantors. The system should auto create loan products						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	for defaulted amounts assigned to a guarantor for purposes of recovery.						
1.5.3.10	The system should allow for/have a functionality to support revaluation of collateral, types of collateral, market value, par value, Depreciation of collateral etc.						
1.5.3.11	Set Minimum and maximum level of guarantors						
1.5.3.12	Release guarantors upon repayment						
1.5.3.13	Block refund to guarantors on deposit until guarantor replacement.						
1.5.3.14	Provide for Liability report per customer						
1.5.3.15	The solution should be able to update changes to loan balances/arrears in real-time e.g. upon payments i.e. to provide real-time updates of account balance following payments regardless of time of month, as and when a payment is made						
1.5.3.16	Integration with various payment gateways. The system allows/ supports integration with Mpesa/Bank statements for ease of bulk uploads and payments						
1.5.3.17	The system should maintain logs of all communication history for compliance. The system should have an interface that allows users to make several remarks on a member account for purposes of viewing the history.						
1.5.3.18	Integrated messaging/emailing capability. The system should be able to send bulk SMS/emails with attachments(demand letter, clearance letters etc.						
1.5.3.19	System to allow scheduling of recovery activities / reminders and follow-ups. System should allow scheduling of emails, SMS, calls to the users for purposes of reminding them of the activities for the day.						
1.5.3.20	Task assignment and prioritization. The system should allow members with loans to be assigned to both internal(staff) and external(suppliers of debt collection services) for monitoring						
1.5.3.21	Performance monitoring for individual staff/suppliers. The system should be able to link performance(collection) to a particular assigned staff/ supplier.						
1.5.3.22	The solution should be able to update changes to loan balances/ arrears in real-time						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	e.g. upon payments i.e. to provide real-time updates of account balance following payments regardless of time of month, as and when a payment is made						
1.5.4	**Guarantor Reports**						
1.5.4.1	It should generate Loan Portfolio reports periodically.						
1.5.4.2	It should generate aging report of loans issued and products in arrears.						
1.5.4.3	It should generate Loan monitoring and delinquency management.						
1.5.4.4	Generate summary and detailed loan reports e.g. SASRA reports.						
1.5.4.5	Provide for Liability report per customer						
1.5.4.6	Provide for portfolio analysis						
1.5.4.7	Loan aging Analysis.						

c) Finance

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.6.1	**General Ledger setup and configuration**						
1.6.1.1	• The solution should support the functionality to define, setup and maintain (modify) a **Chart of Accounts**						
1.6.1.2	• The solution should support the functionality to define, setup and maintain (modify) a **GL**						
1.6.1.3	• The solution should support the functionality to define, setup and maintain (modify) **GL Journals**						
1.6.1.4	• The solution should support the functionality to Import/export journal entries						
1.6.2	**GL reports & analysis**						
1.6.2.1	• The Solution should have ability to generate a Detailed ledger report						
1.6.2.2	• The Solution should have ability to generate a Trial balance						
1.6.2.3	• The Solution should support Budget-Forecasting & Variance analysis.						
1.6.2.4	• Solution should have ability to generate Management accounts: o BOSA only detailed & summary Balance sheet o FOSA only detailed & summary Balance sheet						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	○ BOSA & FOSA combined detailed & summary Balance sheet						
1.6.2.5	• The Solution should have the ability to generate a configurable fiscal year trial balance						
1.6.2.6	• The Solution should have the ability to generate a Closing trial balance						
1.6.3	**SASRA (Regulator required reports)-The system should be able to provide the following reports required by the regulator:**						
1.6.3.1	• SASRA reports form1- form8						
1.6.3.2	• SASRA loans aging report						
1.6.3.3	• SASRA deposit Return						
1.6.3.4	• Daily cashflow activities report in SASRA format						
1.6.3.5	• loan provisioning per product						
1.6.3.6	• Loan register						
1.6.3.7	• Member deposits report						
1.6.3.8	• Members share capital report						
1.6.3.9	• Members register						
1.6.4	**Deposit- share transfer**						
1.6.4.1	• The Solution should have capability or a functionality to support the share transfer process						
1.6.4.2	• The Solution should have capability to generate a Share transfer report						
1.6.5	**Receipts:**						
1.6.5.1	• The Solution should have capability or a functionality to configure receipts that are required for particular processes on demand (user-configurable) i.e. Receipt module						
1.6.5.2	• The receipts generated should be serialized						
1.6.5.3	• The Solution should have capability or a functionality to Automatic generation for **Mpesa receipts**						
1.6.5.4	• Allows/supports tagging of receipts to MPA/GL (General Ledger)						
1.6.5.5	• Allows/supports input of description/Details						
1.6.5.6	• Allows/supports payment mode option-Jirani, DD (Direct Deposit), STO (Standing orders)						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.6.5.7	• Allows/supports automation of the generation of certain receipts as may be defined by the Sacco e.g. e Quickfix/ wekaweka						
1.6.5.8	• Allows/supports printing of receipts						
1.6.5.9	• Allows/supports to Send out notifications with the receipts						
1.6.5.10	• Allows/supports to upload DD statement for easier receipting						
1.6.5.11	• Allows/supports several users at the same time						
1.6.5.12	• The Solution should have capability or a functionality to generate a Posted receipts list						
1.6.6	**Payments**						
1.6.6.1	• The Solution should have the capability or a functionality to Generate payment batches						
1.6.6.2	• Allow payment of multiple invoices						
1.6.6.3	• Allow enforcement of withholding VAT/tax during payments						
1.6.6.4	• Allow payments to be tagged to respective bank accounts						
1.6.6.5	• Ability to send out notifications on payment						
1.6.6.6	• The Solution should have the capability or a functionality to support an approval workflow: It should allow secondary authorization & Approval						
1.6.6.7	• Allow printing of PVs (Payment Vouchers) singularly and in Batches						
1.6.6.8	• Allow segmentation of BOSA and FOSA payments						
1.6.6.9	• Allow tagging to GL accounts/Member card/FOSA						
1.6.6.10	• Ability to export in other formats e.g. Excel						
1.6.6.11	• Auto generate supplier payment list/table						
1.6.6.12	• Allow retention of scanned support documents and electronically generated documents for purposes of maintaining an audit trail e.g. Scanned attendance register.						
1.6.7	**Salaries**						
1.6.7.1	• Allow bulk data upload.						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.6.7.2	• Charge commission & Excise duty						
1.6.7.3	• Recover FOSA loans through STO (standing orders)						
1.6.7.4	• Recover BOSA loans through STO (standing orders)						
1.6.7.5	• Allow exemption of loans from recovery/STO (standing orders)						
1.6.7.6	• Do not allow overdrawing accounts						
1.6.7.7	• Send out notification to members						
1.6.7.8	• Transfer to Journal						
1.6.8	**Reconciliations**						
1.6.8.1	• Allow automation of the process						
1.6.8.2	• Provide reports to ensure efficient process						
1.6.9	**Petty Cash**						
1.6.9.1	• Allow imprest float reimbursement						
1.6.9.2	• Have description column/field or provision to add a one						
1.6.9.3	• Allow tagging to respective ledger account						
1.6.9.4	• The system should support an approval workflow (Secondary Authorization & approval)						
1.6.9.5	• Allow printing of PCV						
1.6.9.6	• Should log User and dates (audit trail(						
1.6.9.7	• Ability to generate a list of Posted petty cash						
1.6.9.8	• Automate the Petty cash requisition process.						
1.6.10	**Journal Entry**						
1.6.10.1	• Allow manual input						
1.6.10.2	• Allow bulk upload/Import						
1.6.10.3	• Authorization & approval based on assigned user role						
1.6.10.4	• Allow controlled auto-reversal						
1.6.10.5	• Allow tagging to GL/Member card/Bank						
1.6.10.6	• Allow segmentation-BOSA and FOSA						
1.6.10.7	• Block/Lock future dates posting						
1.6.10.8	• Ability to export data and reports in other formats e.g. Excel						
1.6.11	**Reports**						
1.6.11.1	• Deposits insurance report						
1.6.11.2	• Spouses report						
1.6.11.3	• Members' children report						
1.6.11.4	• Loans Insurance report						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.6.11.5	• Unallocated amounts report						
1.6.11.6	• Automated arrears recovery from unallocated funds report						
1.6.11.7	• Negative loan/Interest balances report						
1.6.11.8	• Check-off reports						
1.6.11.9	• Module to transfer Unallocated funds to Deposits						
1.6.12	**Dividends/BOSA Savings payment**						
1.6.12.1	• Compute Dividends/Interest on pro-rata basis						
1.6.12.2	• compute withholding tax on Dividends and Interest						
1.6.12.3	• Generate a listing of savings accounts						
1.6.12.4	• Create a payment module						
1.6.12.5	• Allow bulk data upload						
1.6.12.6	• Allow setup of charges and levying/charging specified charges on processing						
1.6.12.7	• Allow/Disallow processing charge						
1.6.12.8	• Support for recovery of arrears for Loans/Interest						
1.6.12.9	• Dividends/Interest slip						
1.6.12.10	• Module to transfer Dividends/Interest to Deposits/Share capital						
1.6.12.11	• Automate dividends payment based on the parameters agreed.						
1.6.13	**M-pesa**						
1.6.13.1	• Ability to generate/maintain Mpesa transaction record/logs of all transactions Deposits/Withdrawals. (Cannot be edited/should not be editable)						
1.6.13.2	• Ability to generate/maintain Mpesa record/log of transactions for unposted Deposits Transactions. (Transactions that do not have active FOSA a/cs & Transactions for Bosa payments)						
1.6.13.3	• Functionality for receipting-Receipt from system and send confirmation SMS to member.						
1.6.13.4	• Allow Direct posting for members without loans.						
1.6.13.5	• Allow automatic reconciliation for withdrawals.						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.6.13.6	• Allow deposits in a dormant a/c but decline withdrawals.						
1.6.13.7	• Prevent/disallow FOSA a/c overdraw via Mpesa.						
1.6.13.8	• Portal to upload statements in case transactions occur but do not reflect (on the Sacco's side)						
1.6.14	**Deceased Cases**						
1.6.14.1	• Ability to Generate Account Closure Slip						
1.6.14.2	• Ability to Offset all FOSA & BOSA loans against deposits and transfer to deceased claim.						
1.6.14.3	• Ability to Generate a statement for deceased claim balances.						
1.6.14.4	• If spouse is deceased, the status should automatically change to deceased						
1.6.14.5	• Ability to generate a deceased spouses report.						
1.6.14.6	• Allow transfer to deceased claim regardless of the status of the FOSA A/C. paid by Finance.						
1.6.14.7	• Allow payments from Deceased member a/c to next of kin's FOSA a/c (where deceased and nominee are both members) and send SMS notification of the payment						
1.6.14.8	• Charge Closure Fee to Deceased Claim while generating account closure slip						
1.6.14.9	• Batch deceased cases during payments and print the schedule.						
1.6.14.10	• Transfer unallocated amounts to deceased Claim						
1.6.14.11	• System to recover overdrawn FOSA a/c from deposits						
1.6.14.12	• Automate payment to the Next of kin						
1.6.15	**Withdrawals**						
1.6.15.1	• System should not allow processing of withdrawal if loans are more than shares						
1.6.15.2	• System should have ability to liquidate all loans/ interest/ penalty (BOSA & FOSA)						
1.6.15.3	• Allow consolidating all BOSA savings & Unallocated funds before closure						
1.6.15.4	• Charge closure fee						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.6.15.5	• Allow generation & printing of a closure slip						
1.6.15.6	• Ability to recover insurance for outstanding months						
1.6.15.7	• Ability to batch all accounts for payment based on payment method i.e. FOSA/EFT						
1.6.15.8	• Generate a monthly/yearly report on closure accounts by payment mode e.g. FOSA, EFT, Cheque						
1.6.15.9	• Module to close member account after processing						
1.6.15.10	• Count of days since withdrawal notice.						
1.6.16	**Share-Capital Transfer.**						
1.6.16.1	• Have a module or functionality to support transfer of share capital between member share capital accounts.						
1.6.16.2	• Ability to transfer from member to member						
1.6.16.3	• Ability to generate a monthly/yearly report on share transfers						
1.6.16.4	• Allow secondary authorization & Approval						
1.6.17	**CLAIMS**						
1.6.17.1	• Ability to process Member refunds/claims						
1.6.17.2	• Ability to batch for payment						
1.6.17.3	• Allow refund from various accounts/Sources i.e. loan /deposits/SAYE/school fees						
1.6.17.4	• Posted refunds list						
1.6.17.5	• Allow secondary authorization & Approval of the batch						
1.6.17.6	• Charge processing fees						
1.6.18	**INTERBANK TRANSFER**						
1.6.18.1	• Ability to support Interbank transfers						
1.6.18.2	• Interbank transfer list						
1.6.18.3	• posted interbank transfer list						
1.6.19	**Loans Posting**						
1.6.19.1	• Allow secondary authorization & Approval of the batch						
1.6.19.2	• Ability to lock changes/block any amendments after posting						
1.6.19.3	• Posted batches listing						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.6.19.4	• Show both Gross and Net batch amounts						
1.6.20	**Payroll**						
1.6.20.1	• Standard payroll						
1.6.20.2	• Must be customizable to enforce recovery of Sacco deductions and other third-party deductions e.g. checkoff.						
1.6.20.3	• Must give summary report and report for each deduction						
1.6.20.4	• Allow single salary processing						
1.6.20.5	• Allow payment suspension						
1.6.20.6	• Must give net salary report with FOSA accounts Report						
1.6.20.7	• Allow payroll period closing and opening						
1.6.20.8	• Allow for voluntary contribution on NSSF / Pension						
1.6.20.9	• Reports – e.g. payroll summary /p9 /NHIF etc						
1.6.21	**Fixed asset management**						
1.6.21.1	• Should support ability to Create a fixed asset						
1.6.21.2	• Attach fixed asset to a profit centre (BOSA, FOSA, Micro)						
1.6.21.3	• Capture all details e.g. tag number, serial no., user, location, etc						
1.6.21.4	• Allow monthly depreciation and amortization						
1.6.21.5	• Allow disposal & transfer of an asset						
1.6.21.6	• Calculate and post gain and loss on disposal of an asset						
1.6.21.7	• Fixed asset Register						
1.6.21.8	• Allow asset revaluation						
1.6.21.9	• Allow piecemeal acquisition and disposal						
1.6.21.10	• Give fixed asset reports						
1.6.22	**ATM**						
1.6.22.1	• Cashbook should capture reference numbers as document numbers						
1.6.22.2	• Charges should tally/agree with bank tariffs						
1.6.22.3	• Allow auto reversal of declined withdrawals and deposits						
1.6.22.4	• ATM settlement account should be automated						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.6.23	**Loan Ageing**						
1.6.23.1	• Allow to manually or automatically run loan aging and update loan provisioning categories						
1.6.23.2	• Reflect Buffer arrears on account statistics						
1.6.23.3	• Enable Loan provisioning per product, employer code, member, per loan, per activity code (BOSA/FOSA/micro)						
1.6.24	**Cashflow**						
1.6.24.1	• Should give cash projection report (starting with daily, monthly, yearly etc.)						
1.6.25	**Interest on loans**						
1.6.25.1	• Allow daily and monthly accrual of interest						
1.6.25.2	• If the process is run outside of the scheduled daily or monthly accrual process, the system should be able to exempt interest already accrued i.e. avoid double accrual						
1.6.25.3	• Automate interest charging						
1.6.26	**Approvals**						
1.6.26.1	• The system should support an approval workflow allowing rejection, deferment, delegation and, or re-opening						
1.6.27	**Vendors**						
1.6.27.1	• They system should allow input of new vendors in the system (linking to the procurement module)						
1.6.27.2	• Allow to capture/Input supplier/vendor Bank account details (linking to the procurement module)						
1.6.27.3	• Generate a detailed trial balance per Individual vendor						
1.6.27.4	• Generate a trial balance-All vendors						
1.6.27.5	• Allow booking of invoices/Credit note						
1.6.27.6	• Allow segmentation-BOSA/FOSA						

d) Customer Care

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.7.1	**360 Degree view of Customer information**						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.7.1.1	• Display/view key members/Account information on a one screen						
1.7.1.2	• Search the system by any character in any field related to an account						
1.7.1.3	• Provide ability to search for and list members with specific criteria. E.g. age, gender, region, loans above or below certain amounts, etc.						
1.7.1.4	• Provide a single inquiry screen showing member's savings and loan account balances.						
1.7.1.5	• Support for Effective KYC application in terms of update and Information - Provide dates when member filled and received.						
1.7.1.6	• Provide a report showing summarized customer information						
1.7.2	• **Customer Service Request requirements in FOSA**						
1.7.2.1	• Apply for debit card						
1.7.2.2	• Standing order request.						
1.7.2.3	• Account statement request.						
1.7.2.4	• Any other service requests the Sacco may wish to add.						
1.7.3	**SMS Alerts and Notifications**						
1.7.3.1	**Integrate with the following business processes;**						
1.7.3.1.1	• Ability to send alerts to members						
1.7.3.1.2	• Ability to check the SMS sent to member by filtering member details						
1.7.3.1.3	• Member Registration – new account details.						
1.7.3.1.4	• Balance Enquiries						
1.7.3.1.5	• Statement Enquiries						
1.7.3.1.6	• Loan Processing Enquiries						
1.7.3.1.7	• Guarantor information/Enquiries						
1.7.3.1.8	• Loan Default Information						
1.7.3.1.9	• Salary processing status Information.						
1.7.3.1.10	• Customised notifications - i.e., Birthday alerts						
1.7.3.1.11	• KYC update alerts - Quarterly reminders						
1.7.3.1.12	• Over the Counter Cash Withdrawal/Deposit Alerts						
1.7.3.1.13	• Card related Cash Withdrawal/Deposit/POS Alerts						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.7.3.2	**Bulk SMS**						
1.7.3.2.1	• Provide an effective Bulk SMS feature capable of timely communication to both individual and groups. i.e. dormant						
1.7.3.2.2	• Support for all Telecom service provider Numbers						
1.7.3.2.3	• Provide a portal to manage SMS credits units						
1.7.3.2.4	• Ensure Effective reporting to support reconciliation and Decision making						
1.7.4	**Customer statements**						
1.7.4.1	• Ability to display or print selected all member related account statement on a single roll						
1.7.4.2	• Print consolidated statements, or single statements for customer and ledger accounts						
1.7.4.3	• Ability to automatically sent periodical (MONTHLY) customer statement via email						
1.7.4.4	• Ability to exports statements in standard formats internally on excel, word, Pdf etc. Then members pdf						
1.7.4.5	• Ability to have user defined statements						
1.7.4.6	• Ability to charge customer statement based on the number of printed pages.						
1.7.4.7	• Ability to generate and send single member statement						
1.7.4.8	• Provide a report for members whose do not receive statements on email in order to correct their email address						
1.7.5	**Internet Banking/Member Portal**						
1.7.5.1	• A fully functional members portal						
1.7.5.2	• Provide ability for the Sacco to restrict and enforce limits for member's Deposit and withdrawal						
1.7.5.3	• Support the latest data security technologies						
1.7.5.4	• Ability to provide Activity Logs and audit trails						
1.7.5.5	• View statements and initiate standing orders						
1.7.5.6	• Payments of bills and loan repayments,						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
1.7.5.7	• Electronic transfer of funds,						
1.7.5.8	• Account balance enquiries,						
1.7.5.9	• Collection of know your customer (KYC) information,						
1.7.5.10	• Open an account through the alternative channels,						

e) Registry

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
2.1	**Member Management/Account opening, Closure and Reactivation**						
2.1.1	**Member Registration**						
2.1.1.1	• Ability to capture mandatory and additional member information i.e. ID both sides, KRA PIN, Photos, phone number, next of kin etc.						
2.1.1.2	• Support capturing of biometrics and other emerging authentication methods - PIN,OTP						
2.1.1.3	• Support for individual and institutional based membership.						
2.1.1.4	• Ability to automatically detect duplicates and blocking registration of the same.						
2.1.1.5	• Ability to freeze mandatory fields once details have been captured and not allow any progress if no detail is captured						
2.1.1.6	• Ability to integrate with IPRS /Integration with IPRS						
2.1.1.7	• Ability to support maker -checker						
2.1.1.8	• Ability to auto generate membership numbers during member registration.						
2.1.1.9	• Support an editable module with rights for correction of errors and omissions and restrict accessibility						
2.1.1.10	• Ability to provide logs and audit trail						
2.1.1.11	• Ability to capture and track salesperson information during member registration						
2.1.1.12	• Ability to capture and track customer relationship personnel information.						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
2.1.1.13	• Ability to allow various membership operational status - Active, Dormant, Closed, Deceased, Defaulter etc.						
2.1.1.14	• Ability to have restrictions in various accounts i.e.,- Field for blocked, pending withdrawal, and reason						
2.1.1.15	• Ability to automatically change status for accounts to Dormant after 6 months of not contributing and vice versa						
2.1.1.16	• Support for membership based on categories for non-withdrawable deposits - platinum, silver among others						
2.1.1.17	• Ability to automatically create a member share account during member registration.						
2.1.1.18	• Ability to automatically create a withdrawable account - (FOSA)during member registration.						
2.1.1.19	• Ability to automatically create mandatory Default accounts - Member Deposit, Share capital, Benevolent and FOSA						
2.1.1.20	• Integration of membership registration in other channels i.e. Portal, Mobile APP						
2.1.1.21	• Provide for automated payment and tracking of membership fee.						
2.1.1.22	• Ability to automatically create Deposit Contribution Standing order during savings account opening.						
2.1.1.23	• Ability to track and report demographic data related to membership						
2.1.2	**Account opening - Joint/ SME/Group/Chama**						
2.1.2.1	• Support for manual and automated capture photos and scan related signatories.						
2.1.2.2	• Support registration of multiple names and capturing of mandatory requirements						
2.1.2.3	• Support capturing of biometrics and other emerging authentication methods - PIN,OTP						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
2.1.2.4	• Support for the range of details required in opening all the various type of accounts offered by the Sacco.						
2.1.2.5	• Ability to automatically create Deposit Contribution Standing order during savings account opening.						
2.1.2.6	• Support for various account status - Normal(active), Dormant, closed(withdrawn),						
2.1.2.7	• Integration of account opening with SMS alerts and notification system.						
2.1.2.8	• Support and track dormancy and status activation for various accounts.						
2.1.2.9	• Ability to capture, maintain and track account mandates/signing instructions.						
2.1.2.10	• Ability to capture, maintain and track institutional signing instructions/ Information.						
2.1.2.11	• Provide a report of account with pending account opening requirements.						
2.1.2.12	• Provide a mechanism for controlled update of members and account details such address information, contact details etc.						
2.1.3	**Membership withdrawal**						
2.1.3.1	• Should allow process membership withdrawal based on the Sacco business rules.						
2.1.3.1	• Allow editing of member status upon receipt of withdrawal form						
2.1.3.1	• A notice period of 60 days. Trigger alert for closing Period						
2.1.3.1	• Allow transfer of shares to accounts that have no deposits						
2.1.3.1	• Allow share trading field to indicate the buyer's details and date share transfer form is received						
2.1.3.1	• Should not allow processing before guarantors are replaced. Loans must be less than deposits or equal						
2.1.3.1	• Should automatically close member accounts on refund of the deposit and change status to withdrawn						
2.1.4	**Guarantors Substitution**						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
2.1.4.1	• Allow replacement and release of guarantor when there is an alternative guarantor provided with maker-checker process.						
2.1.4.2	• Provide notification for release or substitution of alternative guarantor						
2.1.4.3	• The system should be able to notify guarantors via SMS of the loan amount they have guaranteed after substitution and a provision for the guarantor to approve being designated as such and for the amount indicated or to adjust the same to a different amount.						
2.1.5	**Membership reports**						
2.1.5.1	**Customer statements**						
2.1.5.1.1	• Ability to display or print selected all member related account statement on single roll.						
2.1.5.1.2	• Print consolidated statements or single statements for customer and ledger accounts.						
2.1.5.1.3	• Ability to automatically send periodical(MONTHLY) customer statement via email.						
2.1.5.1.4	• Ability to export statements in standard formats - excel, word, pdf etc.						
2.1.5.1.5	• Ability to customize statements for different Sacco needs.						
2.1.5.1.6	• Ability to charge customer statement based on the number of printed pages.						
2.1.5.1.7	• Ability to have Data analytics reports						
2.1.5.1.8	• Ability to integrate with AI tools						
2.1.5.2	**Member reports**						
2.1.5.2.1	• Dormant accounts report						
2.1.5.2.2	• Negative balances report						
2.1.5.2.3	• Membership withdrawal report						
2.1.5.2.4	• Change of status report						
2.1.5.2.5	• Deceased report						
2.1.5.2.6	• Membership recruitment report in different dimensions						
2.1.5.2.7	• Member list and status						
2.1.5.2.8	• Ability to filter and generate reports using different parameters i.e., age, gender, demographics						

f) Marketing

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
2.2.1	**1 SALES – MEMBER APPLICATION LOGS**						
2.2.1.1	• Have a field for marketers/Sales to log in membership applications for tracking purposes.						
2.2.1.2	• The system should be able to attach scanned documents received by the applicant and assign it to the record created in the system as application before its forwarded to registry						
2.2.1.3	• A completed registration form should be allocated to the registry department for verification against submitted documents in case of applications received through the member portal and sales team						
2.2.1.4	• System should be able to retain the registration form at a 'pending' state until all required documents are submitted.						
2.2.1.5	• The system should be able to link any application made to the originator (salesperson, customer service etc.)						
2.2.1.6	• Level of access to direct marketers/sales team should be restricted to member information viewing once its fully registered.						
2.2.1.7	• The system should send an automatic alert (email/SMS) to member requesting pending documents						
2.2.2	**Reports**						
2.2.2.1	• System should be able to generate a report of all enrolments made by the Sales team and others						
2.2.2.2	• System should be able to generate report grouped by: o Status (pending / in progress / Complete); o Enrolling Salesperson						
2.2.2.3	• Member listing – Member name, Member number, email, gender, payroll no, company, id, kra pin, savings amount etc and any other fields not included above						
2.2.2.4	• BIO data report						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
2.2.2.5	• Client's status Reports- specifications of the active accounts, Dormant accounts, Deceased accounts and closed accounts.						
2.2.2.6	• Summary of member listing						
2.2.2.7	• Production Report- New accounts that have been opened daily and a summary of the accounts monthly.						
2.2.2.8	• Product performance – Loans referred by sales team						
2.2.2.9	• Recruitment report - Showing already paid and pending.						
2.3.1	**2. CUSTOMER COMMUNICATION**						
2.3.1.1	• System should allow sending of email to member directly drawing this contact information from the e-mail captured during registration						
2.3.1.2	• The system should provide the ability to automatically convert certain reports to PDF and attach and send them directly via e-mail to members without having to download and then to go and open the email application manually attach the document and fill in the customer details. Examples of such documents that would require this, include Loan repayment schedule; Member statements automatically dispatched by the system to members at a date set in the system etc.						
2.3.1.3	• The above reports can be sent either periodically (weekly, monthly, quarterly etc.) or upon request						
2.3.1.4	• For children accounts and members, the system should automatically identify a birthday (by comparing current date with Date of birth) and automatically send a predefined (customizable) birthday message to the holder (via email and/or SMS).						
2.3.1.5	• The system should be in a position to send predefined (customizable) e-mail to members upon completion of certain pre-defined transactions e.g. purchase of shares (say in case of a share drive)						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
2.3.1.6	• Lead Creation - ID pop up box for qualified leads.						
2.3.1.7	• The system should be able to send individual member text or emails or Batches						
2.3.1.8	• The system should allow customized SMS to member i.e. Dear Linda, Welcome to Nyati Sacco….						
2.3.1.9	• Ability to integrate with CRM, Contact centre and other channels						
2.4.1	**Reports**						
2.4.1.1	• Tracking report for sent messages status i.e. received, pending etc						
2.4.1.2	• Message/ Email History						
2.5.1	**CRM SYSTEM**						
2.5.1.1	**General/common requirements**						
2.5.1.1.1	• Provide the most current release of the CRM application						
2.5.1.1.2	• Ability to create grouped cases using Categories (i.e., Instruction, complaint, complement, Enquiry) and Subcategories i.e. Funds Transfer, Product information						
2.5.1.1.3	• Ability to create service/customer case against an account number						
2.5.1.1.4	• Ability to trigger an email/SMS when a case is created, assigned or resolved						
2.5.1.1.5	• Ability to assign cases to a specific Group/ Team/Individual						
2.5.1.1.6	• Ability to Capture clients' Feedback when closing the case						
2.5.1.1.7	• Ability to track the SLA of cases at distinct stages of the workflow						
2.5.1.1.8	• Ability to Auto assign cases guided by/based on Type of case						
2.5.1.1.9	• Ability to enable auto assignment of manually created cases based on criteria provided						
2.5.1.1.10	• Support for a Search Facility – based on different parameters, hyperlinks etc., and to show customers with multiple enquiries.						
2.5.1.1.11	• Have a 360 view of engagements, products, transactions and status						
2.5.1.1.12	• Support for auto escalation of cases						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
2.5.1.1.13	• Ability to calculate/determine TAT (Turn-around-time) between opening and resolution durations based on status of cases						
2.5.1.1.14	• Common TAT must be arrived for all types as per SLA						
2.5.1.1.15	• Need to create cases for non-Customers						
2.5.1.1.16	• Send email/SMS notification on creating and closing the case						
2.5.1.1.17	• Send SMS/email communication to valid customers for any other notification purpose.						
2.5.1.1.18	• Notification to be sent for case registration and case resolution/closure on status change.						
2.5.1.1.19	• Registering customer feedback against a case						
2.5.1.1.20	• Auto creation of cases based on interaction emailed or a call wrap based on integration with communication channels						
2.5.1.1.21	• Ability to configure the solution to send Breach of TAT Alerts to case owners						
2.5.1.1.22	• Ability to allow attachments, notes and posts with reminders						
2.5.1.1.23	• Ability to give reports, customize own reports, dashboard, colour coding of breaches, SLA Breaches						
2.5.1.1.24	• Support for Lead Creation - ID pop up box for qualified leads.						
2.5.1.1.25	• Ability to Create and share hyperlink for leads email notification or campaigns						
2.5.1.1.26	• Automate Milestone email – Automate welcome emails, birthday wishes and joining notes						
2.5.1.1.27	• Support for and Integration with CBS (Core-banking system), EDMS (Electronic Document Management System), Call Centre, SMS, Facebook						
2.5.1.1.28	• Ability to Disable data deletion and restrict administrator activities and log the same.						
2.5.1.1.29	• Support for handling for Child cases (cases derived, dependent on or						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	arising from other cases) -Create child cases and notify the owner of the parent case: child cases should be automatically resolved when parent case is resolved						
2.5.1.1.30	• Functionality/Ability to check User Availability when delegating or submitting items to an approver and to show if user/staff currently logged in and active or not.						
2.5.1.1.31	• Support for automatic form population when filing Cases. Once a unique identifier e.g. member number, ID or payroll is filled, other details should be auto populated.						
2.5.1.1.32	• Ability to Track user activity and performance, allow for concurrent access/ locking a current activity from one user not be modified by another user until its released.						
2.5.1.1.33	• The solution should be able to allow for customizations (setup of customized user requirements) and also be able to accommodate future system change requests						

g) System Administration and IT Technical Requirements

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
3.1.1	**ADMINISTRATION**						
3.1.1.1	Allow Granting/changing of user's rights						
3.1.1.2	Allow Granting/Changing of approver rights						
3.1.1.3	Change of treasury rights (handled by one user at a time due to control)						
3.1.1.4	Allow Setup/Change of System global parameters e.g. creation of new loans, savings account, interest rates etc. Interest on dividend, PAYE etc.						
3.1.1.5	Allow automatic change of Posting dates i.e. for super accounts e.g. (Mobile Banking user,& Agency Banking user) and users who are assigned posting duties in the system						
3.1.1.6	Should be able to automate key routine processes and have SMS & Email notifications for processes that have failed/stopped.						
3.1.1.7	Allow approval of system SMS messages before sending to members						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
3.1.1.8	Allow Change log retrieval on a need basis - Ability to configure which parameters are logged/reporting						
3.1.1.9	Administration Dashboard configurable to restrict what various users can see depending on their role.						
3.1.1.10	Allow automatic restart of services						
3.2.1	**MONITORING**						
3.2.1.1	ATM Link - Provide Email & SMS notification Alerts in case of link downtime						
3.2.1.2	ATM transactions - Provide real time ATM transaction monitoring reports with both successful and unsuccessful transactions with well-defined error codes with date and timestamps of the transactions						
3.2.1.3	Mobile banking link - Provide Email & SMS notification Alerts in case of link downtime						
3.2.1.4	Mobile banking Transactions - Provide real time Mobile Banking transaction monitoring reports with both successful and unsuccessful transactions with date and timestamps of the transactions						
3.2.1.5	Mobile Banking Portal - With Functionality to have monitor Bulk Payment Float, Detailed view of the Mobile banking transactions (Completed, Pending, Reversed, Failed (Insufficient funds etc), Records of Sim Swapped and Mobile handset change transactions and work flow status						
3.3.1	**REPORTING**						
3.3.1.1	Ability to save or export reports in other formats e.g. XLS, PDF, CSV, TXT						
3.3.1.2	Ability to import data in formats e.g. XLS, CSV, TXT						
3.3.1.3	User permissions report						
3.3.1.4	A log of changes or patches applied on the solution.						
3.3.1.5	Availability of standard reporting tools and ability to create customizable reports						
3.3.1.6	Effectively support Compliance & Regulatory reporting - e.g. SASRA Reports						
3.4.1	**FUNCTIONALITY**						
3.4.1.1	Latest release of the proposed system						
3.4.1.2	Support for both on premise and cloud-based deployment						
3.4.1.3	Support for Client Server Architecture model						
3.4.1.4	Friendly Graphical User Interface with support for Drill-down and pop alerts						
3.4.1.5	Be Scalable and highly parameterized						
3.4.1.6	Enable Cross platform compatibility						
3.4.1.7	Support optimized database architecture e.g., separate databases(on one type of Database e.g. SQL Server) for different functions .						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
3.4.1.8	Provide time and identity stamps for all reports exported or printed from the system that should be customized to fit the size of paper						
3.4.1.9	Ability to configure or define user roles based on privileges to control viewing modification, approvals of system data.						
3.4.1.10	Assurance of system uptime and availability of 99.99% i.e., Core & Alternative channels						
3.4.1.11	Support for integration with other solutions/systems e.g. Customer Relationship Management System (CRM),Contact centre, Analytics tool, SIEM tools						
3.4.1.12	Support for Maker-checker application on all aspects in input and maintenance of data and information						
3.4.1.13	Ability to support user defined/custom approval workflows . E.g. transactions requiring approval to be done according to a hierarchy and to automatically assign a substitute.						
3.4.1.14	Database should ensure concurrency (running efficiently without deadlocks), data integrity and fault-tolerance.						
3.4.1.15	Ability to define and enforce the maintenance and retention of logs.						
3.4.1.16	General ledger audit trail activities						
3.4.1.17	The system should be able to track and maintain a Detailed record of all General ledger & User activities/transaction trail with secure retrieval mechanisms						
3.4.1.18	Ability to support both Bosa and Fosa services within the same interface.						
3.4.1.19	System should allow for configuration of unique identifier prefixes or suffixes for various system transactions based on the channel e.g. Mobile Banking - Mb, Mobile App – Mpp, ATM- ATMtrans to be added to the transaction codes.						
3.5.1	**INTEGRATION**						
3.5.1.1	**ATM API**						
3.5.1.1.1	Support auto - restart of the services						
3.5.1.1.2	Ability to enforce transaction data integrity and completeness of data captured including Customer card information and status, balances in real-time across all channels and ensure availability in the core banking system.						
3.5.1.1.3	Seamless Integration of the ATM with the core banking solution						
3.5.1.2	**Mobile Banking**						
3.5.1.2.1	An efficient and reliable Mobile Banking solution capable of performing Mobile member registration, Banking (account management, fund transfer, depositing and withdrawing, Loaning etc.						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
3.5.1.2.2	Ability to enforce transaction data integrity and completeness of data captured including Customer card information and status, balances in real-time across all channels and ensure availability in the core banking system.						
3.5.1.2.3	Seamless Integration of the Mobile banking with the core banking solution						
3.5.1.2.4	Should run on different platforms including Android and iPhone/iOS smartphones.						
3.5.1.2.5	Able to support low end handset and USSD						
3.5.1.2.6	Administrators' module and dashboard with access controls						
3.5.1.3	**Mobile App**						
3.5.1.3.1	Personalized app relating to Nyati SACCO brand						
3.5.1.3.2	Mobile app needs to prompt the users to download the latest version/security patch if available and cannot proceed until installed.						
3.5.1.3.3	Ability to enforce transaction data integrity and completeness of data captured including Customer card information and status, balances in real-time across all channels and ensure availability in the core banking system.						
3.5.1.3.4	App should work in all networks irrespective of mobile device make and model						
3.5.1.3.5	Mobile application should downloadable from application stores (Google Play and Apple)						
3.5.1.3.6	Provide enhanced security measures for customers using mobile banking via SMS verification, Alerts, One-time, Passcodes, tokens,						
3.5.1.3.7	Seamless Integration of the Mobile application with the core banking solution						
3.5.1.3.8	Allow customers to perform a variety of financial and non-financial solutions encompassing standard banking features						
3.5.1.3.9	Seamless Integration with the following existing modules that are standalone, Asset Management Module, IPRS System and EDMS system,						
3.5.1.4	**Online Members Portal**						
3.5.1.4.1	A fully functional members web portal						
3.5.1.4.2	Personalized members portal relating to Nyati SACCO brand						
3.5.1.4.3	Allow security code - captcha to authenticate the user before login & Multifactor Authentication						
3.5.1.4.4	Seamless Integration of the Member portal with the core banking solution						
3.5.1.4.5	Allow for automatic generation of default portal password on initial setup for registration and forgot password						
3.5.1.4.6	Allow only active membership to login						
3.5.1.5	**Bulk SMS**						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
3.5.1.5.1	Provide an effective Bulk SMS feature capable of timely communication to both individual and groups.						
3.5.1.5.2	Ability to define custom groupings for members so as to filter upon request.						
3.5.1.5.3	Seamless Integration of the Bulk SMS with the core banking solution						
3.5.1.5.4	Support for all Telecom service provider Numbers						
3.5.1.5.5	Allow prioritization of messages.						
3.5.1.5.6	Provide a portal to manage SMS units						
3.5.1.5.7	Allow for Multifactor Authentication						
3.5.1.6	**Internet Banking**						
3.5.1.6.1	Support Internet banking Infrastructure						
3.5.1.6.2	Ability to enforce transaction data integrity and completeness of data captured including Customer card information and status, balances in real-time across all channels and ensure availability in the core banking system.						
3.5.1.6.3	Seamless Integration with the core banking solution						
3.5.1.6.4	Allow for multifactor Authentication						
3.5.1.7	**SYSTEM SECURITY**						
3.5.1.7.1	The system to be integrated with active directory to administer users and user permissions.						
3.5.1.7.2	The system to provide role-based views of data and deliver the information most relevant to the user's role so users access only information that they are allowed to view.						
3.5.1.7.3	The system to provide end to end encryption of data, where data is transmitted through API and at rest.						
3.5.1.7.4	The system to allow restriction of user sessions to only one session with an expiry period.						
3.5.1.7.5	The system idle time configuration to be managed at the service level by setting the Idle Client Timeout which logs out the user after a given period of inactivity.						
3.5.1.7.6	The system to have a time register which records log on date and time for users who log in into the system.						
3.5.1.7.7	The system to have a change log on table that records every change that are made to data in the tables. They should capture the IP address of the machine, machine name and mac address.						
3.5.1.7.8	The change log entries to be chronologically ordered and show changes that are made to the fields on the specified tables.						
3.5.1.7.9	The system to have a full proof audit trail that automatically captures all transactions. The user cannot make any changes without leaving a visible						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	trail that will capture name, date and user ID of all the changes made.						
3.5.1.7.10	Secure key Tables in the CBS application to prevent unauthorised reads, inserts, updates and deletes.						
3.5.1.7.11	The system should be able to prompt the users to change the passwords regularly, adhering to the ICT password policy and allow storage of the same in an encrypted format						
3.5.1.7.12	The system to be able to define transaction limits in the system e.g. Treasury, Teller, Loan appraisal loan approval etc						
3.5.1.7.13	The system should not allow for amendment of erroneous entries once approval has been finalized. Any changes to be corrected through journals with clear narrations so as to maintain the database integrity.						
3.5.1.7.14	The system should be able to flag suspicious transactions based on pre-defined rules						
3.5.1.7.15	Encryption of all system passwords (Service Accounts) for all Channels including but not limited to the following :						
3.5.1.7.16	a Core Banking System						
3.5.1.7.17	b. ATM						
3.5.1.7.18	c. Mobile banking						
3.5.1.7.19	d. Online Members portal						
3.5.1.7.20	e Mobile App						
3.5.1.7.21	Allow Sim Swap security and authentication (Activations of changed SIM card and handsets)						
3.5.1.7.22	Support the latest data security technologies for alternate channels e.g. app shielding - hard to decompile code, session timeouts, pin validation etc						
3.5.1.7	**DATABASE SECURITY**						
3.5.1.7.1	Create a separate database instance in the system for each service that needs to post and read to the system						
3.5.1.7.2	Lock Key tables from being editable in the database						
3.5.1.7.3	Have Audit trails for all database Server System Changes						
3.5.1.7.4	Have email alerts for all database Server System Changes on which user logged in date & time						
3.5.1.7.5	Have Audit trails and email alerts for all Suspicious changes to the Database						
3.5.1.8	**BACKUP & RESTORATION**						
3.5.1.8.1	The system should allow for Automatic Full, Differential and Incremental Backups .						
3.1.1	The system should also have a restore feature from the backup taken; it should be able to restore all						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	data to a correct and accurate state as of a specific date and time when the backup was taken						
3.1.1.1	The backup should cover all aspects of the system						
3.1.1.2	The system should indicate when the last backup was taken and send an alert if a back-up has not been taken as per the scheduled time						
3.1.1.3	The system should allow backup restoration in the test database so as to monitor if the backup is clean and not corrupted.						
3.1.1.4	The system should be able to Provide means for off-site storage of records by allowing backups of all data to external removable media or cloud storage.						
3.1.1.5	**SUPPORT**						
3.1.1.6	Availability of an online support portal for uploading system change requests, Issue tracking with set timelines and ability to download requests in XLS,PDF for reporting.						
3.1.1.7	Notifications of scheduled change and upgrades.						
3.1.1.8	Provide a detailed service level draft agreement and escalation matrix						
3.1.1.9	Maintain an updated user manual (Technical & Functional documentation) (Continuous).						
3.1.1.10	**ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS**						
3.2.1	When was the software first developed and installed? When was the last major release or upgrade?						
3.2.1.1	When is the next major software upgrade planned for this system?						
3.2.1.2	Indicate the minimum and recommended infrastructure and software requirements for the Solution you are proposing						
3.2.1.3	Indicate the system dependencies or other plugins and the versions required for the solution to operate						
3.2.1.4	**LICENSING MODEL**						
3.2.1.5	Indicate the licensing model i.e. Both system and user licences						

h) Internal Controls, Audit and Compliance

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
4.1.1	**Audit trail and system logs**						
4.1.1.1	Comprehensive and immutable audit trail and functionality to configure a period and enable automated retention of the logs as per the policy.						
4.1.1.2	Capture every transaction, user actions, data change with the user ID, timestamp and the terminal (IP)						
4.1.1.3	Ensure the logs are tamper proof.						
4.1.1.4	Ensure logs are retained as per the prescribed timelines and retrievable.						
4.1.1.5	Maintain change logs for configuration and master data.						
4.2.1	**Risk and compliance monitoring**						
4.2.1.1	Rule based alerts: The system to set triggers for unusual transactions on customers/members accounts i.e. large transfers, unusual transactions patterns.						
4.2.1.2	Regulatory reporting integration: Generate AML, KYC reports seamlessly. Local compliance reports.						
4.2.1.3	Real time risk dashboards: Interactive dashboards for risk scoring and exposure monitoring and power BI.						
4.3.1	**User access controls**						
4.3.1.1	Role based access control (RBAC): Where users can only access what they require in their undertaking. No overlap in access (Segregation of duty control).						
4.3.1.2	System provides for enforcement of Four-eye principle: Support maker-checker control for sensitive transactions.						
4.3.1.3	Dynamic access reviews: Automate periodic reviews and certifications of user access rights. Stamps access, logs.						
4.4.1	**Data integrity and reconciliation**						
4.4.1.1	Data consistency checks: Flag mismatches and or out of balance scenarios for immediate action e.g. a receipted cheque vs posted listing.						
4.4.1.2	Automated reconciliation: Automate reconciliation for general ledgers (automated transaction)						
4.4.1.3	Version control: Maintain version control for financial and customer data reports. (allow back up in case the new version fails you can revert to the previous)						
4.5.1	**Reporting and analytics**						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
4.5.1.1	On demand audit reports: Generate transaction trails and compliance reports quickly.						
4.5.1.2	Drill down analytics: Allow detailed drill down from summarized data to transaction levels. (b/f, a certain period range)						
4.5.1.3	Export flexibility: Support export in CSV, PDF, XLSX formats for audit evidence.						
4.5.1.4	Exception reports: Exception reports for unusual or unauthorized activities e.g. past working hours.						
4.6.1	**Security and fraud detection.**						
4.6.1.1	Transactions pattern analysis: Use AI/ML to detect fraudulent activities based on patterns.						
4.6.1.2	Realtime blacklist screening: Screen transactions against sanctioned list in real time.						
4.6.1.3	Encryption and data masking: Encrypting sensitive data during storage and data transfers e.g. members/customers ATM card number, mobile numbers						
4.6.1.4	Password: Password expiry period, timeout , seamless replication in the domain.						
4.6.1.5	Patch management: Allow for patch management and regular security updates from the vendor.						
4.6.1.6	Integration with data monitoring tools: Seamlessly integrate with data monitoring tools.						
4.7.1	**Regulatory and internal readiness.**						
4.7.1.1	Automated compliance calendar: Generate alerts for regulatory filing.						
4.7.1.2	Standard compliance framework: The system should be able to allow for setting of standards for compliance framework (alerts, dashboard)-liquidity, capital ratios.						
4.7.1.3	Workflow documentation: Store documented workflow for compliance audit reference. (approval workflows logs-from initiation to final posting)						
4.8.1	**Customizable controls**						
4.8.1.1	Configurable audit parameters: Enable audit team to define thresholds, exception limits and reports.						
4.8.1.2	Customizable controls.: Support for multiple filters						
4.9.1	**Business continuity and disaster recovery**						
4.9.1.1	Failover mechanisms: The system should be able to replicate audit logs across disaster recovery sites.						
4.10.1	**Integration with external systems**						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
4.10.1.1	AML and CFT (countering financing of terrorism) systems: Integrate with AML and CFT monitoring tools seamlessly.						
4.10.1.2	Mobile banking and ATM: Supports integration with external API (for mobile banking and ATM)						
4.10.1.3	Document management system (DMS): Integrate with EDMS (Electronic document management system) seamlessly for secure storage of documents in all forms (physical, soft)						
4.10.1.4	Third party vendors: The system should be able to integrate seamlessly with third party vendors e.g. Metropol Credit, IPRS and BRS.						
4.11.1	**Automation of procurement process.**						
4.11.1.1	Tender document analysis and prequalification automation						

i) Procurement

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
5.1	**Vendor Management**						
5.1.1.1	The system should allow for creation and, or upload of the list of pre-qualified suppliers into the system						
5.1.1.2	The system should support maintenance (update, editing, deletion etc.) of suppliers' database (Supplier master data						
5.1.1.3	The system should support Designation of pre-qualified suppliers						
5.1.1.4	**Procure-to-pay workflow** The system should support the raising of purchase requisitions						
5.1.1.5	The system should support an approval workflow and facilitate review and approval of Purchase Requisitions (Requisition review)						
5.1.1.6	Purchase requisition forms should at a minimum capture, among other requirements: i) procurement reference number, ii) subject of procurement, iii) date required, iv) requesting unit, v) location of delivery, vi) item number, vii) item description, viii) quantity, ix) estimated cost both unit and total.						
5.1.1.7	**Budget Control**: The system should allow enforcement of real-time checks against the budget before approvals (integration with GL and Cost Centres)						
5.1.1.8	The system should allow the capture of the following quotation details: supplier/bidders name, addresses, contacts, description of goods/service, quotation number and date, unit and total costs.						
5.1.1.9	The system should allow the user to create user defined fields that will capture additional information that may not be specified in the above.						
5.1.1.10	The system should support the generation and dispatch of Requests for Quotation (RFQ).The system should be able to allow the procurement department to send out a Request for Quotation (RFQ) to pre-qualified suppliers						
5.1.1.11	The solution should support receipt of proposals/RFQs from suppliers to i.e. via a SUPPLIER PORTAL						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
5.1.1.12	The system should be able to collate feedback received and have Support for vendor evaluation. The system should enable evaluation of supplier quotations and where it involves RFPs, the ability for multiple evaluators/users to evaluate and score.						
5.1.1.13	Discounts: The system should support the capture of quotation discounts/revised quotations following negotiations.						
5.1.1.14	The system should support/enable supplier recommendation of a recommended vendor from among qualifying vendors, for approval.						
5.1.1.15	The system should support a process/workflow for review and approval of the recommended Supplier including recommended supplier review and approval by the Accounting Officer (CEO). The system should allow approval or rejection based on the accounting officer's review						
5.1.1.16	Discounts: The system should support the capture of quotation discounts/revised quotations						
5.1.1.17	The system should be able to attach scanned documents received (if any) and assign them to the record created in the system.						
5.1.1.18	The system should have/provide a notification mechanism to the approving authorities.						
5.1.1.19	The system should support the raising of an LPO (Local Purchase order)/LSO for a selected supplier						
5.1.1.20	The system should support the capturing of the delivery note. The Delivery note capture should provide for rejections, damaged goods or partial deliveries etc.						
5.1.1.21	The system should support the matching of the delivery note to the LPO (Local Purchase order)						
5.1.1.22	**Invoicing** The system should support /allow booking of invoice and matching with the PO and delivery note. This should include the capability to allow scanning of the invoice from the supplier and attaching it to the record.						
5.1.1.23	The system should enable raising of payment requests online and support a workflow for approvals on the system.						
5.1.1.24	The system should allow the procurement staff to capture the data below in the system at a minimum for purposes of invoicing and						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	payment: 1) LPO number, 2) name of the supplier, 3) Amount, 4) VAT, 5) Type Goods/services being supplied, 6) Date 7) Currency						
5.1.1.25	The system should support an approval workflow for payment processing, that provides for multiple approval levels						
5.1.1.26	The system should allow for setup of credit periods and for this to be assigned for particular LPOs or goods or services and is enforced with a reminder to process payment when the period is attained or almost elapsing.						
5.1.1.27	**Payment of suppliers** The system should support processing of payment following approval, ensuring the correct GLs and sub-GLs are credited or debited as appropriate e.g. 1) Debit main a/c and Credit bankers cheque a/c, OR 2) Debit main a/c and Credit supplier's a/c						
5.1.1.28	Either through the finance module or otherwise, the system should have support for invoice processing, inventory accounting and Tax accounting						
5.1.1.29	The procurement and inventory module should be integrated with the CBS and Finance and allow/support integration with other systems e.g. EDMS, staff self-service portal, etc.						
5.2	**Stores/Inventory Management**						
5.2.1.1	Ability to setup and maintain item codes with different segments						
5.2.1.2	Ability to maintain the following information for items at the very minimum: '-Item code '-Item description '-Purchase lead time per item / supplier '-Vendor item code '-Default purchasing unit of measure '-Minimum stock level '-Item Status (Active, Obsolete, Blocked, etc.) '-Expiry Date '-Serial Number '-Bar Code						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
5.2.1.3	Ability to group items into categories and sub-categories						
5.2.1.4	System to be capable of linking the supplier item code with the item code in the item master						
5.2.1.5	Ability to maintain conversions between units of measure						
5.2.1.6	System should have provision for serial-number control of items						
5.2.1.7	System must support bar coding and have the ability to scan pre-printed form containing bar codes, quantities, and item descriptions						
5.2.1.8	**Item catalogues** Ability to maintain catalogues item-wise and supplier-wise						
5.2.1.9	Ability to update catalos periodically through catalogue imports						
5.2.1.10	**Locations** The system should support creation of multiple store locations and attach type/ categories of transactions which the warehouse locations can support						
5.2.1.11	The System should have the ability to support store area classification with respect to zone, aisle, and bin locations.						
5.2.1.12	The system should provide the ability to define bin locations and assign items to bins						
5.2.1.13	The system should be able to provide details regarding Stock-in-Transit						
5.2.1.14	**Stock level Tracking** The system should have the ability to track inventory levels in stock.						
5.2.1.15	The system should have the ability to calculate/determine reorder levels and quantities and support the dispatch of notifications to relevant users.						
5.2.1.16	The system should have the ability to generate alerts if the quantity falls below pre-defined limits i.e. Reorder levels						
5.2.1.17	The system should have the ability to allow for zero stock for specific items and record appropriate costing entries						
5.2.1.18	**Costing** The system should support the following inventory costing methods: - Standard - FIFO - Weighted Average						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
5.2.1.19	The System should have the ability to track the per item cost for all material transactions						
5.2.1.20	The System should have the ability to setup multiple cost centres. Ability to create and maintain cost centres						
5.2.1.21	The System should have the ability to integrate consumption into the General Ledger						
5.2.1.22	The system should be integrated with the general ledger and cost Centres as appropriate and support configuration of the same.						
5.2.1.23	**Controls and audit** The system should support role-based access control and setup and configuration of approval hierarchies.						
5.2.1.24	The system should maintain full audit logs of procurement actions						
5.2.1.25	The system should allow flexibility in configuration of the above to align with internal and regulatory procurement policies e.g. on procurement methods and flows.						
5.3	**Procurement Reports**						
5.3.1.1	Provide all required operational and statutory reports.						
5.3.1.2	Generate List of pre-qualified suppliers						
5.3.1.3	Report of LPOs raised each month						
5.3.1.4	Generate report on Cheques printed/payments made/invoices paid per month						
5.3.1.5	Report on Payments made at particular date of the month or in a particular month.						
5.3.1.6	Report of all creditors and total amounts						
5.3.1.7	Spend analysis report-spend analysis by category, vendor and department						
5.3.1.8	Exception reports e.g. over-budget, delayed deliveries etc.						
5.3.1.9	Supplier aging report						
5.3.1.10	The system should have versatile reporting capability allowing for user defined reports to be setup easily.						
5.3.1.11	Procurement cycle time-tracking capability and report						

j) Business Intelligence Capability and Reports

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
6.1.1	Business intelligence capabilities/module (BI tool) with ability to report cost/ revenue/ profitability/activities in various dimensions e.g. profitability/cost/revenue per customer, per product, per segment, per company, per agency, as a group per division etc.						
6.1.2	Ability to support the following business intelligence capabilities: '- Data Mining '- Ability to provide different scenarios such as Actuals, Plan etc. '- Dashboards '- Graphical report presentation for specific online operations like sales, performance, etc '- Exception Reporting '- Automatic report by email '- Variance Trail Analysis '- Ability to Integration into other tools (Project management, Excel, etc.) '- Export data to other formats '- Sensitivity Analysis '- drill down reporting capabilities '- data grouping capabilities						
6.1.3	The system must provide full integration with other operational existing systems including the following. '- Explain your proposed solution's ability to easily integrate/interface with other existing or new systems and infrastructure.						
6.1.4	Ability of the system to support web based access with relevant security measures through Tablets, laptop, Smartphone etc						
6.1.5	Ability of the system to log all events in the system and timestamp on them with no capability of switching off the functionality.						
6.1.6	Ability to down load data to other applications such as audit software (e.g. IDEA etc.) in international standard formats. Please specify in details.						
6.1.7	Reports to be structured in a way that allows for discretion on who can print certain reports and who cannot						
6.1.8	Any field in the database shall be accessible by the report utility for extract and printing with the right controls.						
6.1.9	The report utility shall support simple arithmetic functions (addition, subtraction, multiplication, division) and calculation of percentages. It shall also support grouping,						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
	maximum, minimum, average, mode median etc and ability to sort by ascending and descending.						
6.1.10	Ability of the system to add a new report to the list of existing reports						
6.1.11	Ability of the system to allow access to reports according to access groups						
6.1.12	Ability of the system to define reporting schedules as required by users						
6.1.13	**Audit Department Scenarios**						
6.1.13.1	'- Different Accounts with the Same ID						
6.1.13.2	'- Duplicate Phone Numbers (Active)						
6.1.13.3	'- Members without Phone Numbers						
6.1.13.4	'- Members without IDs						
6.1.13.5	'- Members without Names						
6.1.13.6	'- Overdrawn Loan Accounts						
6.1.13.7	'- Overdrawn Savings Accounts						
6.1.13.8	'- Members who have Loans without NWD (Non-Withdrawable shares)						
6.1.13.9	'- Pay-bill Reversal						
6.1.13.10	'- Loan Issue Date is less than StartDate						
6.1.13.11	'- STO (Standing Order) StartDate is less than END Date						
6.1.13.12	'- Passive Accounts and their Balances						
6.1.13.13	'- Cheques not Charged Clearance Fees						
6.1.13.14	'- Mobile Deposit within the current year.						
6.1.13.15	'- Mobile Withdrawal within the Current Year						
6.1.13.16	'- Mobile Reversal						
6.1.13.17	'- Mobile Transactions Greater than 3						
6.1.13.18	'- Pay bill Transactions to third Parties						
6.1.13.19	'- Payment Utilities per Month						
6.1.13.20	'- FOSA TO Bank Charges within the current year						
6.1.13.21	'- Airtime Purchase within the current year						
6.1.13.22	'- Transactions at odd hours for all Channels						
6.1.13.23	'- New STO (Standing Order)						
6.1.13.24	- Guarantors Amount is Greater than NWD (Non-Withdrawable shares) value						
6.1.13.25	'- Actual vs Budgeted STO (Standing Order)						
6.1.13.26	'- STO whose source Account is the same as the Destination Account						
6.1.13.27	'- Personal Cheques per Month						
6.1.13.28	'- Frozen ATM Per Month						
6.1.13.29	'- ATM Attached but not Active						
6.1.13.30	'- Agent Split Deposits						
6.1.13.31	'- Agents transactions per Month						
6.1.13.32	'- Agent Transactions at Odd Hours						
6.1.13.33	'- Penalty charged vs Recovered						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
6.1.13.34	'- All transactions Limits						
6.1.13.35	'- Cheques overcharged and Undercharged						
6.1.13.36	'- User Log In at odd Hours						
6.1.13.37	'- STO Whose deduction is equal to zero						
6.1.14	**Credit Department Scenarios**						
6.1.14.1	'-Loan Classification within the Current Year						
6.1.14.2	'-Loan Disbursed per Month						
6.1.14.3	'-Loan Insurance per Month						
6.1.14.4	'-Loan Security Report						
6.1.14.5	'-Loan Appraisal fee per Month						
6.1.14.6	'-Loan Guarantors Substitution						
6.1.14.7	'-Loan Arrears						
6.1.14.8	'-Loan Guarantors Substitution						
6.1.14.9	'-Loan Penalty Charged						
6.1.14.10	'- Loan Closed Accounts						
6.1.14.11	'- STO Recovered						
6.1.14.12	'- STO Over/Under deducted						
6.1.14.13	'- Income per Member						
6.1.14.14	'- Loan Guarantors						
6.1.14.15	'- Loan Disbursement Report						
6.1.14.16	'- Loan Aging Analysis						
6.1.14.17	'- Interest Income per Day						
6.1.14.18	'- Income per Member						
6.1.14.19	'- Outstanding Principle per Month per Branch						
6.1.14.20	'- Arrears per Month per Branch						
6.1.14.21	'- Branch Performance						
6.1.14.22	'- PAR Per Product						
6.1.14.23	'- PAR per Branch						
6.1.14.24	'- Loan Book Growth						
6.1.14.25	'- Group Share Capital						
6.1.14.26	'- Group Share Loans in Arrears						
6.1.14.27	'- Loan Repayment						
6.1.14.28	'- Variance in Arears per Month						
6.1.14.29	'- Loan Disbursed for the Total Year						
6.1.14.30	'- CRB Listing						
6.1.15	**Marketing Department Scenarios**						
6.1.15.1	'- Newly Recruited per Month						
6.1.15.2	'- Dormancy Accounts						
6.1.15.3	'- Members Portfolio is greater than KES 1,000,000						
6.1.15.4	'- Members without Deposits						
6.1.15.5	'- Members without Share Capital						
6.1.15.6	'- Members with FD Accounts						
6.1.15.7	'- Members with Call Accounts						
6.1.15.8	'- Accounts Closure per Month						
6.1.15.9	'- Payouts per Month						
6.1.15.10	'- No of Members per Age						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
6.1.15.11	'- Accounts with No Loans						
6.1.15.12	'- Payouts Loan per Branch						
6.1.15.13	'- Payout to Accounts per Branch						
6.1.16	**Operations Department Scenarios**						
6.1.16.1	'- Newly Opened Accounts with their Balances						
6.1.16.2	'- Check Book Applications						
6.1.16.3	'- ATM Cards Activated within the Current Month						
6.1.16.4	'- Mobile Application within the current Month						
6.1.16.5	'- Till Applications within the Current Month						
6.1.16.6	'- Newly Recruited Members with Loans						
6.1.16.7	'- Top 10 Members for ALL Saving Accounts						
6.1.16.8	'- Top 10 Approved Loans						
6.1.16.9	'- Loan Disbursed per Year						
6.1.16.10	'- Members with Mature Fixed Deposits.						
6.1.16.11	'- Overdrawn Saving Accs						
6.1.16.12	'- Weekly Blocked Accounts						
6.1.16.13	'- Weekly Closed Accounts						
6.1.16.14	'- Weekly Deceased Members						
6.1.16.15	'- Mobile Withdrawal Frequency						
6.1.16.16	'- Over the Counter withdrawal per Day						
6.1.16.17	'- Benevolent Balances						
6.1.16.18	'- ATM Transactions Daily						
6.1.16.19	'- Teller Transactions Daily						
6.1.16.20	'- Savings per Branch						
6.1.16.21	'- Weekly Sacco Transactions						
6.1.16.22	'- Share Capital per Branch and their Weekly Balances						
6.1.16.23	'- NWD per Branch						
6.1.16.24	'- Fixed Deposit per Branch						
6.1.16.25	'- Earliest and Latest Transaction						
6.1.16.26	'- Weekly Income & Expenditure						
6.1.16.27	'- Accounts that have not transacted within the Last Five Years						
6.1.16.28	'- Inter Account Transfer						
6.1.16.29	'- Payouts per Day						
6.1.16.30	'- Payout Summary						
6.1.17	**Accounts**						
6.1.17.1	'- Bank Balances per Branch						
6.1.17.2	'- NWD per Branch						
6.1.17.3	'- Loan Arrears per Product						
6.1.17.4	'- Loan Aging						
6.1.17.5	'- Budget Variance						
6.1.17.6	'- Accounts with No Double Entry						
6.1.17.7	'- Mobile Transactions						
6.1.17.8	'- ATM Transactions						
6.1.17.9	'- GL Vs MPA Savings						

Ref	Requirements	FS	CR	TP	SC	NS	COMMENTS
6.1.17.10	'- GL Vs MPA Loan						
6.1.17.11	'- STO Failed						
6.1.17.12	'- Share Capital per Branch						
6.1.17.13	'- Savings per Branch						
6.1.17.14	'- Payroll Deductions						
6.1.17.15	'- Control/Suspense Accounts						

k) Vendor Organization Specifications/Qualifications

Ref	Requirements	Compliant/meets requirement? (Please indicate Yes/No or Not applicable)	COMMENTS
7.1.1	The vendor is compliant with the requirements of National payment systems Act and Regulations.		
7.1.2	The Vendor is a member of a duly registered self-regulating organization of fintech vendors.		
7.1.3	The Vendor, as part of its internal policies and procedures, undergoes a mandatory bi-annual security penetration test on its technology environment, carried out by a reputable audit firm.		
7.1.4	The Vendor has a robust incident response plan.		
7.1.5	Bank guarantee and insurance indemnity-The vendor must provide a mandatory bank guarantee on the integrator's platform which should be sufficient to cover not less than 10% of the amount of money held in the float by the SACCO at the mobile money wallet provider in event of loss.		
7.1.6	Vendor shall provide/hold an insurance indemnity policy covering the balance of money held in the mobile wallet float by the SACCO.		
7.1.7	Vendor is willing to abide by the SASRA guidance that indicates that disputes arising between the SACCO and the third party integrator shall be promptly resolved or addressed/mediated through the Association in which the fintech integrator is a member.		
7.1.8	The vendor shall undertake annual and mandatory employee due diligence checks and inform the SACCO of any staff exits and the reasons.		
7.1.9	Segregation of end points-The Fintech integrator shall maintain a distinct environment and end points from mobile money service provider.		
7.1.10	The Fintech integrator shall maintain separate development, test and production environments with Segregation-of-duty controls enforced on the staff with access to those different environments and their access profiles.		
7.1.11	For integration with the mpesa platform, the SACCO and the integrator shall ensure onboarding to the umbrella fraud detection solution provided by Safaricom.		
7.1.12	Commitment to observance of/adherence to governance standards as defined and guided by the Sacco regulator SASRA and other best practices.		

Modules to integrate with

- Business Intelligence
- Office 365 Integration
- Integration with Document Management System
- Integration with E-Channels including mobile banking, agency banking, ATMs, internet Banking etc.
- Integration to CRM
- Integration with Call Centre
- Integration with IPRS
- Integration with ECL (Estimated Credit Loss) Module
- Integration with insurance system for remittance of premiums
- Any others to be captured during requirements gathering
- Integration with Banks for processing for STOs, EFT, RTGs and pesalink
- Integration with MPESA
- Integrate with CRB

28.0 APPENDIX – B Current Software and Hardware Status

No.	SOFTWARE	Solution
1.	ERP and CBS	Vanguard
2.	Electronic Document Management	Present
3.	CRM	None
4.	Database	SQL Server
5.	Email/Productivity tools	Outlook
6.	Asset Management and tracking	Microsoft
7.	Voice Communication	Call Centre (TBC)
8.	Virtualization	TBC
	HARDWARE	
1	Servers	Available on request; Vendor to specify requirements of own solution
2	Storage	
3	Firewall	
4	Switches	

Proposed Solution's Hardware and Software requirements and vendor's comments on approach.

- Note: Each Vendor to suggest hardware and software requirements for befitting their solution

	Features	**Vendor Comments**
1.	Separation of application and database servers	
2.	Auto failover between primary and secondary (disaster recovery) sites (HQ and Branches)	
3.	archiving	
4.	log management	
5.	To what extent does your solution allow system changes to be made (speed and ease of configuration in each aspect of operations – including transactions, processes, rules, data – in isolation, without triggering the need to cascade changes to other parts of the system) is it modular or monolithic and how does the solution ensure the relationship between different data elements is maintained i.e. data consistency across modules and views?	
6.	How do you enforce version(ing) control in your development process?	
7.	Approach to interfaces and integration (what integration technology does your solution support or how is this achieved for your solution?)	
8.	Briefly describe your change management (both system and people management) approach?	
9.	Briefly describe your detailed quality assurance plan including methodology.	
10.	Briefly describe your risk management plan	
11.	Briefly describe your communications management plan	
12.	Briefly describe your solution's proposed hardware/ equipment requirements along with warranties.	
13.	Briefly describe how you will handle integration testing	
14.	Briefly describe how you will go about the user acceptance testing	
15.	Briefly describe how you will go about load and stress testing	

29.0 APPENDIX – C List of Deliverables

a) Kick-off meeting
b) Project Charter
c) Requirements gathering, system specifications document
d) System design document and gap analysis
e) Customization documentation
f) User Acceptance Test scripts, schedules/plans and UAT exercise
g) UAT results
h) Data Migration Strategy, Data migration activity and validation results
i) Training plan/Strategy and schedules
j) Training Manuals
k) Training of end users
l) Training and Capacity Building report
m) Software licences
n) Management Presentation workshops
o) Go-live report
p) Implementation and handover Report
q) Support Contract
r) Service Level Agreements
s) Maintenance Contracts

30.0 APPENDIX – D Template for References

Format Template for references of work done and key staff for the bidder firms

Assignment name:	**Approx. value of the contract [USD.]:**
Country:	Duration of assignment (months):
[Name of Client]:	Total N^{o} of staff-months of the assignment:
Contact Address:	Approx. value of the services provided by your firm under the contract:
Start date (month/year): ___________ Completion date: ___________	N^{o} of professional staff-months provided by associated Consultants:
Role on Assignment:	**Name of senior professional staff of your firm involved and functions performed:** □
Narrative description of Assignment: □	
Description of actual services provided by your staff within the assignment: □ □	
Name of Consulting Firm: **Name and Title of Signatory:**	

31.0 APPENDIX – E STANDARD FORMS

Notes on standard forms

1 The bidder shall complete and submit with its tender the form of tender and price schedules pursuant to instructions to bidders as per clause 9 and in accordance with the requirements included in the special conditions of contract.
2 When requested by the appendix to the instructions to bidders, the bidder should provide a tender security, either in the form included herein or in another form acceptable to Nyati Sacco pursuant to instructions to bidders as per clause 12.3.
3 The contract form, the price schedules and the schedule of requirements shall be deemed to form part of the contract and should be modified accordingly at the time of contract award to incorporate corrections or modifications agreed by the bidder and Nyati Sacco in accordance with the instructions to bidders or general conditions of contract.
4 The performance security and bank guarantee for advance payment forms should not be completed by the bidders at the time of tender preparation. Only the successful bidder will be required to provide a performance/entity and bank guarantee for advance payment forms in accordance with the forms indicated herein or in another form acceptable to Nyati Sacco and pursuant to the conditions of contract.
5 The principal's or manufacturer's authorization form should be completed by the principal or the manufacturer, as appropriate in accordance with the tender documents.
6 Grand total cost transferred to form of tender inclusive of all taxes and other related charges for the Supply, Configuration and Implementation.

32.0 APPENDIX – F FORM OF TENDER

Date______________

Tender Number: ………………………………….

To: ………………………………………

………………………………………..
[Name and address of Nyati Sacco]

Gentlemen and/or Ladies:

1 Having examined the tender documents which is hereby duly acknowledged, we, the undersigned, offer to provide…………………………………………….. [description of services] in conformity with the said tender documents for the sum as ascertained in accordance with the Schedule of Prices attached in the financial proposal herewith and made part of this Tender.
2 We undertake, if our Tender is accepted, to provide the services in accordance with the services schedule specified in the Schedule of Requirements.
3 If our Tender is accepted, we will obtain a performance guarantee in a sum equivalent to the Percent of the Contract Price for the due performance of the Contract, in the form prescribed by (Nyati Sacco).
4 We agree to abide by this Tender for a period of………. [number] days from the date fixed for tender opening of the Instructions to bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5 Until a formal Contract is prepared and executed, this Tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

Designation……………………………………Sign……………..Date………………..

33.0 APPENDIX – G CONFIDENTIAL BUSINESS QUESTIONNAIRE

Instructions to Tenderer

[The Bidder is instructed to complete the particulars required in this Form, *one form for each entity if Tender is a JV. The Bidder* is further reminded that it is an offence to give false information on this Form.]

Tenderer's details

	ITEM	DESCRIPTION/RESPONSE
1	Name of the Procuring Entity	Nyati Sacco
2	Reference Number of the Tender	**NYATI/RFP/OCT/2025**
3	Date and Time of Tender Opening	Date: 23rd October 2025 Time:1430 hrs
4	Name of the Bidder	
5	Full Address and Contact Details of the Bidder.	1. Country: Kenya 2. City: Nairobi 3. Location: 4. Building: 5. Floor: 6. Postal Address: 7. Name and email of contact person:
6	Current Trade License Registration Number and Expiry date	
7	Name, country and full address (*postal and physical addresses, email, and telephone number*) of Registering Body/Agency	
8	Description of Nature of Business	
9	Maximum value of business which the Bidder handles.	
10	State if Tenders Company is listed in stock exchange, give name and full address (*postal and physical addresses, email, and telephone number*) of state which stock exchange	

General and Specific Details

a) If a Sole Proprietor, provide the following details.

Name in full____Age__________________

Nationality___________________________________

Country of Origin ______________________________

Citizenship_____________________________________

b) If a Partnership, provide the following details

	Names of Partners	Nationality	Citizenship	% Shares owned
1				
2				
3				

c) If a Registered Company, provide the following details.

i) Private or public Company ____

ii) State the nominal and issued capital of the Company: -

Nominal Kenya Shillings (Equivalent) _________________________________

Issued Kenya Shillings (Equivalent) __________________________________

iii) Give details of Directors as follows.

	Names of Director	Nationality	Citizenship	% Shares owned
1				
2				
3				

d) DISCLOSURE OF INTEREST-Interest of the Firm in Nyati Sacco.

i) ***Is there/a****re* there any person/persons at/affiliated with Nyati Sacco who has/have an interest in, and, or a relationship with this (your) firm? ***Yes/No***

If yes, populate the details indicated in the table below:

	Names of Person	Designation at Nyati Sacco/ Relationship with Nyati SACCO	Interest or Relationship with Tenderer/Bidder
1.			
2.			
3.			
...			

ii) Conflict of interest disclosure

	Type of Conflict	Disclosure YES OR NO	If YES, provide details of the relationship with Tenderer
1	Tenderer is directly or indirectly controlled by or is under common control with another bidder.		
2	Tenderer receives or has received any direct or indirect subsidy from another bidder.		
3	Tenderer has the same legal representative as another bidder		
4	Tender has a relationship with another bidder, directly or through common third parties, that puts it in a position to influence the tender of another bidder/bidder or influence the decisions of the Nyati Sacco regarding this tendering process.		
5	Any of the Tenderer's affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the tender.		
6	Tenderer would be providing goods, works, non-consulting services or consulting services during implementation of the contract specified in this Tender Document.		
7	Tenderer has a close business or family relationship with a member of staff of the Nyati Sacco Society who are directly or indirectly involved in the preparation of the Tender document or specifications of the Contract, and/or the Tender evaluation process of such contract.		
8	Tenderer has a close business or family relationship with a professional staff of the Nyati Sacco who would be involved in the implementation or supervision of the Contract.		
9	Has the conflict stemming from such relationship stated in item 7 and 8 above been resolved in a manner acceptable to the Nyati Sacco throughout the tendering process and execution of the Contract.		

e) Certification

On behalf of the Tenderer, I certify that the information given above is complete, current and accurate as at the date of submission.

Full Name: ________________________________

Title or Designation ________________________

_______________________________ _______________________

(Signature) *(Date)*

34.0 APPENDIX – H TENDER SECURITY FORM

Note: The bidder shall complete only this form of Bank guarantee. No other Form of Bid Bond or any other forms of security will be accepted. Bidders who fail to comply with this requirement will be disqualified. WHEREAS [Name of bidder].

……………………………………………………………………………………

(herein after called "the Bidder") has submitted his bid dated ……………………… [*Tender number and title*] ………………………………………………………… hereinafter called "the bid," KNOW ALL MEN by these presents that we [*Name of Bank*] ……………………of [Name of Country] ………………… having our registered offices at……………………………… [*hereinafter called the Bank*] are bound unto the PROCUREMENT DEPARTMENT, Nyati SACCO, [*hereinafter called "the Employer"*] in the sum of (in words Kshs)……………………………(In figures Kshs)………………………for which payment will be well and truly made to the said Employer. 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 bidder withdraws his Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder having been notified of the acceptance of his bid by the Employer during the period of bid validity

(i) Fails or refuses to execute the Form of Agreement in accordance with the Instructions to Tenderers when required or

(ii) Fails or refuses to furnish the Performance Security, in accordance with the Instructions to Bidders.

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of any of the above conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to and including thirty days after the date of expiration of the bid validity, as stated in the Instructions to Bidders.

At the request of the Employer the Bid validity period may be extended by mutual agreement between the Employer and the Bidder and we undertake to extend the validity of this surety accordingly without you having to inform us of such an extension of the Bid validity period if within this period the Bidder has been notified of the acceptance of his Bid. This Surety shall remain valid up to the time the Contract Agreement has been executed.

NAME AUTHORISED SIGNATORY…………………………………………

AUTHORISED SIGNATORY SIGNATURE…………………………DATE………………

NAME OF THE WITNESS ………………………………………..

SIGNATURE OF THE WITNESS………………………………DATE ……………………

ADDRESS OF THE WITNESS ……………………………………………….

35.0 APPENDIX – I PERFORMANCE SECURITY FORM-FOR WINNING BIDDER AFTER SELECTION

To:

....

[name of Sacco Ltd] 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 services](Hereinafter called "the contract")

AND WHEREAS it bas 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 figures], 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 your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid untilday ____ of 20

____

Signature and seal of the Guarantors

____

[name of bank or financial institution]

____

[address]

____

[date]

(Amend accordingly if provided by Insurance Company)

36.0 APPENDIX – J DECLARATION OF UNDERTAKING

We underscore the importance of a free, fair and competitive procurement process that precludes abusive practices. In this respect we have neither offered nor granted directly or indirectly any inadmissible advantages to any public servant or other person nor accepted such advantages in connection with our bid, nor will we offer or grant or accept any such incentives or conditions in the present procurement process or, in the event that we are awarded the contract, in the subsequent execution of the contract. We also declare that no conflict of interest exists in the meaning of the kind described in the Public Procurement & Disposal Act 2015.

We also underscore the importance of adhering to the law in the implementation of the project. We will inform our staff about their respective obligations and about their obligation to fulfil this declaration of undertaking and to obey the laws of the country.

We also declare that our company/sub-consultants/ all members of the consortium has/have not been debarred and thus prohibited from engaging in procurement/ included in the list of sanctions.

We acknowledge that the client is entitled to terminate the contract immediately if the statements made in the Declaration of Undertaking were objectively false or the reason for exclusion occurs after the Declaration of Undertaking has been issued.

Dated this____________________day of___________________20 __________

(Name of company) (Signature(s)

37.0 APPENDIX – K POWER OF ATTORNEY

To [Nyati Sacco] ………………….

[Note: *This power of attorney should be duly signed and stamped nominating a representative, empowered to transact, enter into contract and generally act on behalf of your company.*]

38.0 APPENDIX – L ANTI-CORRUPTION DECLARATION / COMMITMENT / PLEDGE FORM

I/We ……………………………………………………………………………… of Post Office Box ………………………………………………………. declare that I/ We recognize that Public Procurement is based on a free, fair and 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, in connection with tender No……………………………………………… for or in the subsequent performance of the contract if I/We am/are successful.

Signed by ……………………………… C.E.O. or Authorized Representative.
Name……………………………………………..
Designation………………………………..
Signature…………………………………..Date……………………

In case of sub-contracting
Signed by ………………………………….. CEO of the firm to be subcontracted
Name……………………………………………
Designation…………………………………….. Signature…………………………………
Date………………………………………..