



KENVERSITY COOPERATIVE SAVINGS

AND

CREDIT SOCIETY LIMITED

P.O. BOX 10263 – 00100

NAIROBI

Telephone: 0715114454

Website: www.kenversitysacco.co.ke

Email: info@kenversitysacco.co.ke

TENDER DOCUMENT

**PROVISION OF SUPPORT SERVICES FOR
DYNAMICS 365 BUSINESS CENTRAL,
INTEGRATIONS & ALTERNATIVE
CHANNELS**

KENV/TNDR/EACS/2026

A. CONDITIONS OF TENDERING

1.0 DEFINITIONS

In these conditions and the documents to which they relate the word 'TENDERER' shall be deemed to include two or more persons and the singular words 'HER/HIM' may also have the meaning of their respective plurals.

2.0 METHOD OF SUBMISSION

Duly completed tender documents MUST be enclosed in plain sealed envelopes clearly marked

**“PROVISION OF SUPPORT SERVICES FOR DYNAMICS 365 BUSINESS
CENTRAL, INTEGRATIONS & ALTERNATIVE CHANNELS”**

The prequalification documents should be completed in every respect in ink and signed by the Tenderer.

3.0 FINAL DATE

1. The tender, together with all relevant documents (including a copy of the fee receipt) must be placed in the Tender Box as indicated in the advertisement.
2. A tender MUST be delivered by hand and deposited in Kenversity Office Tender's Box together with all relevant documents to reach the society not later than the time and date stipulated in the advertisement.
3. Any tender received after the time and the date stipulated in the advertisement will be disqualified.

4.0 ACCEPTANCE

The society shall not be bound to accept the lowest bidder or any tender, and reserves the right to accept or reject any tender in part or whole and does not bind itself to give reasons for its action.

5.0 SUCCESSFUL TENDERER

The Society shall notify the successful Tenderer in writing by issuing in duplicate, a letter of acceptance of his tender in part or whole. The Tenderer will be required to sign and return a copy of the letter within 21 days from the date of the letter, failing of which the offer will be treated as un-accepted and may then be given to the next Tenderer without notice.

6.0 COMMUNICATION

Every notice to be given to a Tenderer may be posted to the Tenderer's address given in his tender and such posting shall be deemed good service of such notice.

1. The Tenderer is required to check the number of papers in the Tender documents. Should he, the Tenderer, find any papers missing or any figure for any reason whatsoever, he must inform

the Society at once and have the matter rectified as required before the final date for the submission of tenders.

2. The Tenderer's signature on the tender documents shall be taken to mean that he fully understands their contents and he/she accepts all the conditions expressed or implied.
3. The Tenderer is required to complete particulars on the form provided in the last page of this document. Should he/she fail to give or give untrue information, the Tenderer may be disqualified.

7.0 LIABILITY

No liability will be admitted nor claim allowed for any error in the tender owing to mistakes in these documents, which should have been rectified in the manner described above. If the Tenderer does not comply in every way with those conditions his tender shall be liable to rejection.

8.0 REGISTRATION OF TENDERER

Name of company/firm: _____

1. Address: _____
2. Fax no: _____
3. Tel: _____
4. E-mail address: _____
5. Town: _____
6. Street: _____
7. Name of building: _____
8. Room/office: _____
9. Other/branches: _____
10. Nature of business: _____
11. Banker: _____
12. Have you ever supplied goods/services to Kenversity Sacco ltd?

☐

Yes

☐

no

9.0 STATUTORY OBLIGATIONS

1. Current trade license no: _____ exp. Date: _____
2. Pin no: _____
3. V.a.t. Registration no. _____
4. Certificate of incorporation no: _____
5. Other government levy status: (i.e.) – tax compliance certificate

State if company is subject to bankruptcy proceedings

10.0 TYPES OF BUSINESS

	Part 2 (a) – Sole Proprietor Your Name in Full Age Nationality Country of Origin																							
	*Citizenship details. If Kenyan Citizen, indicate by Birth ☐ Nationality ☐ Registration ☐ (Tick one) Part 2 (b) - Partnership Give details of partners as follows:- <table border="1" data-bbox="407 890 1432 1157"> <thead> <tr> <th>NAME</th> <th>NATIONALITY</th> <th>CITIZENSHIP DETAILS</th> <th>SHARE CAPITAL</th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td><td></td></tr> <tr><td>4.</td><td></td><td></td><td></td></tr> </tbody> </table>				NAME	NATIONALITY	CITIZENSHIP DETAILS	SHARE CAPITAL	1.				2.				3.				4.			
NAME	NATIONALITY	CITIZENSHIP DETAILS	SHARE CAPITAL																					
1.																								
2.																								
3.																								
4.																								
	Citizenship details. If Kenyan citizen, indicate by Birth ☐ Nationality ☐ Registration ☐ (Tick one) Part 2 (c) - Registered Company Private ☐ Public ☐ (Tick One) State Nominal and issued share capital: - Nominal Ksh. Issued Ksh. Give details of all Directors as follows:- <table border="1" data-bbox="407 1755 1432 1852"> <thead> <tr> <th>NAME</th> <th>NATIONALITY</th> <th>CITIZENSHIP DETAILS</th> <th>SHARE CAPITAL</th> </tr> </thead> <tbody> <tr><td></td><td></td><td></td><td></td></tr> </tbody> </table>				NAME	NATIONALITY	CITIZENSHIP DETAILS	SHARE CAPITAL																
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	3.			
	4.			
	5.			
	*Citizenship details. If Kenyan citizen, indicate by: Birth [] Nationality [] Registration [] (Tick one)			

11.0 DECLARATION

I/We have completed this form to the best of our knowledge and it is agreed that all responses can be substantiated if requested to do so. I/We understand that any inaccuracy in the information filled herein will be used as a ground for removal or termination of the tender.

Signed & Sealed:

For and on behalf of:

Position in the Company

Date:

12.0 SERVICE SPECIFICATIONS AND PRICING.

Kenversity SACCO Society Limited is a fast-growing, Sacco dedicated to empowering its members through savings and affordable credit services. We invite qualified IT service providers (firms and individuals) to submit proposals for the provision of comprehensive support services to enhance system availability, security, and efficiency.

TECHNICAL PROPOSAL

ITEM	DESCRIPTION
ERP to be supported	Microsoft Dynamics 365 Business Central
Coop ATM API	Development, Integration and Support Services
Integrated SMS Service	Development, Integration and Support Services
Mobile Banking Solution	Mobile Banking Service Development, Integration and Support (APP/USSD)
Internet Banking Solution	Internet Banking Service Development, Integration and Support (Web Portal)

Agency Banking Solution	Agency Banking Service Development, Integration and Support (9 POS Devices)
Other Integrations	Integrate with EDMS Integrate with Business Intelligence Tools Integrate with Call Center System Integrate with CRB
Current Modules and Sub Modules	1. Savings Products Management 2. Finance 3. Journals 4. File Movement 5. Dividends Processing 6. Sacco Setup 7. Customer Relation Management 8. Payroll Management 9. Administration 10. Payment Process 11. Fixed Assets 12. Loan Management 13. ABC Channels 14. Leave Management 15. Imprest Management 16. Cash Management 17. Payment Setup 18. Audit Trail 19. Procurement 20. Member Application Management 21. Membership Management 22. Purchasing 23. Human Resource Management 24. Store Requisition 25. ICT Setups 26. Funds Transfer

	27. Business Intelligence 28. Sales Invoices 29. Purchase Invoices 30. User access rights requisition 31. Payment Setup 32. All Reports
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also address the following areas: -

- a) Approach and methodology for the support
- b) Response time and escalation mechanisms
- c) Helpdesk Support Capabilities (remote and on-site)
- d) Server, network, and device administration
- e) Data backup and disaster recovery
- f) Cybersecurity and access controls
- g) System health checks and reporting

MANDATORY REQUIREMENTS

Certified copies of documents must be submitted: -

A) For Companies

- 1. Certificate of Incorporation/Registration
- 2. Valid Tax Compliance Certificate
- 3. CR12 (issued within the last 6 months)
- 4. Company profile
- 5. Current business permit
- 6. List of 5 current IT support clients
- 7. Signed CVs of technical staff (with relevant IT certifications and degrees)
- 8. Over 5 years' experience in IT support
- 9. Extract of proposed Service Level Agreement (SLA)
- 10. Duly filled Confidential Business Questionnaire (attached)

B) For Individuals

- 1. Copy of National ID
- 2. Valid Tax Compliance Certificate
- 3. List of 5 current IT support clients
- 4. Signed CVs and academic/professional certifications
- 5. Minimum 5 years' relevant experience

6. Extract of proposed Service Level Agreement (SLA)
7. Duly filled Confidential Business Questionnaire (attached)

GENERAL CONDITIONS

1. Must have Annual Service Level Agreement
2. Company Profile
3. List of Clientele (SACCOs running Dynamics 365 BC that you have offered the above services)
4. Statutory Documents
5. Audited Financial Accounts for the past three years

EVALUATION CRITERIA

Only proposals that meet all mandatory requirements and attain a minimum of 60% in the technical evaluation will be considered for financial evaluation.

FINANCIAL PROPOSAL

1. Itemized costing (e.g. Annual Maintenance Fee, Bulks SMS Units (Cost Per SMS), USSD Monthly Maintenance Cost, Agency Banking charge, Mobile Banking charge Annual BREP cost, mobile Banking loan charge)
2. All Prices to be in Kenyan Shillings and be VAT Inclusive
3. State warranty period where necessary
4. State delivery period where necessary
5. State quote validity period where necessary
6. Must be for a one-year contract period
7. Must be signed, dated, and stamped

CONTRACT AWARD & DURATION

The contract shall be awarded to the highest technically scored bidder with the most competitive price. The contract will be for a one-year renewable term based on performance. Payments will be made Quarterly at the beginning of each Quarter.

13. THE FOLLOWING IS A LIST OF ITEMS/ INFORMATION THAT THE TENDERER MUST PROVIDE AS ATTACHMENTS TO THE TENDER DOCUMENTS

1. Company profile (company history, contacts, services, affiliations, certified copies of original documents defining constitutional or legal status, principal place of doing business of the company/ firm including valid business licenses)
2. Certificate of incorporation/registration.

3. A PIN certificate or equivalent.
4. Provide details of three similar projects/ works with contact persons, undertaken under the area of the tender's interest in the last two (2) years.
5. In each of the projects in 4 above, provide reference letters from the firms/ organizations confirming the items/ goods/ services supplied and the performance.
6. Demonstration of financial capability in carrying out the project by submitting audited account for the last two (2) years.
7. Demonstration of a proposed methodology, plan and schedule of implementation of the activity of interest.