



**KENVERSITY COOPERATIVE
SAVINGS AND CREDIT SOCIETY LIMITED**

**P.O. BOX 10263 – 00100
NAIROBI.**

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**TENDER DOCUMENT PROVISION OF ERP SYSTEM UPGRADE (MS
DYNAMICS 2017 TO DYNAMICS 365 BUSINESS CENTRAL),
MEMBER PORTAL, ATM INTEGRATION AND MOBILE BANKING
PLATFORM SUPPLY, CONFIGURATION, INTEGRATION,
TESTING, TRAINING, MIGRATION, COMMISSIONING AND
SUPPORT**

KENV/TNDR/ERPU/2023

CONDITIONS OF TENDERING

Serial No.

Miscellaneous Receipt No.

Date of Receipt Amount in Ksh.

1. DEFINITIONS

The Tenderer is the person who undertakes to supply the goods/services described in the tender documents.

The signatory must be a recognized official of the company and be authorized to sign on its behalf.

2. DOCUMENTS

The tender will receive a miscellaneous receipt of payment for tender documents. These include the following forms in duplicate:

- (i) Form of tender
- (ii) Conditions of tendering
- (iii) Confidential business questionnaire
- (iv) Code of ethics

The Tenderer should retain one set for his records and return the other set in accordance with these conditions.

- a. The Tenderer is required to check the number of pages of the document accompanying the **form of Tender**. Should any be missing or any figure indistinct, or should there be doubt about the precise meaning of any item or figure for any reason whatsoever he/she must inform the tender issuing officer at once and have the matter rectified as required before the final date for submission of tenders.
- b. The Tenderer's signature to all documents shall indicate that he/she fully understands their contents and that he/she accepts all the conditions stated or applied therein.

3. SUBMISSION OF TENDERS

Attention is invited to the tender notice. The complete tender documents must be submitted to the address shown on the form of tender in a sealed plain envelope endorsed on the out cover with **TENDER DOCUMENT PROVISION OF ERP SYSTEM UPGRADE (MS DYNAMICS 2017 TO DYNAMICS 365 BUSINESS CENTRAL), MEMBER PORTAL, ATM INTEGRATION AND MOBILE BANKING PLATFORM SUPPLY, CONFIGURATION, INTEGRATION, TESTING, TRAINING, MIGRATION, COMMISSIONING AND SUPPORT** Indication of Tenderer's names/mark should not appear on the envelope.

- 3.1.1 The form of tender must be properly signed in ink, dated and must accompany any other documents concerned with the tender.
- 3.1.2 The tender will not be accepted unless correctly submitted on the approved forms. Tenders for which the appropriate fee has not been paid will not be considered valid. Tender shall be deposited in the Tender box at **Kenversity Sacco Office** not later than the appointed time and date.

4. COMMUNICATION

4.1.1 There shall be no verbal variations in regard to a tender once submitted. Should an error be made it may be corrected in writing **before the closing date**.

4.1.2 All correspondence with the Tenderers will be sent to the address shown on the form of tender by post.

Liability

No liability will be admitted nor claim allowed for error in the tender owing to mistakes in those documents, which should have been rectified in the manner, described above.

Acceptance

The society reserves the right to accept or reject any tender either wholly or in part and is not bound to accept the lowest or any tender or to give reason for rejection.

Successful Tenderers

A letter of acceptance will be sent to the successful Tenderer in respect of the whole or that part of tender, which has been accepted within a validity period of 90 days.

COMPLIANCE WITH GIVEN CONDITIONS

CURRENT TRADE LICENCE NO. _____ EXP. DATE: _____

V.A.T. REG. NO. _____

PIN NUMBER: _____

NAME OF YOUR AUDITORS: _____

OTHER GOVERNMENT STATUS: _____

COMPANY STAMP

If a Tenderer does not comply in any way with these conditions where necessary, the tender shall be liable to rejection.

Tenderer's Name -----

Tenderer's Signature -----

Designation -----

Full address -----

Telephone Number (office) -----

Email -----

Fax -----

Date -----

Official stamp/seal.

Name of the Building ----- Plot No. ----- Door No. -----

Company Rubberstamp ----- Date -----

Telephone number -----

Are you a Kenyan, if not, state your Nationality----- -?

Name and address of your bankers ----- -

Bankers certificate on the Tenderer's Liquidity, suitability, and credit limitation ----- -

Banker's signatory – Manager/Accountant ----- Date ----- -

CONFIDENTIAL BUSINESS QUESTIONNAIRE

You are requested to give particulars indicated in Part I, 2 and 3 as is applicable in your type of business. You are advised that false information/particulars will result in automatic disqualification and render the tender void.

PART 1: GENERAL

Business Name -----

Location of business premises -----

Plots number -----Street/Road-----

Postal Address -----

Telephone number -----

Nature of business -----

Registration number -----

Trade license Number ----- Date of Expiry -----

Maximum value of Business you can handle Ksh -----

Name of your bankers -----

Branch/address -----

PART 2: REGISTERED COMPANY

Private or Public -----

State the normal and issued capital of the company:

Normal Ksh.....

Issued Ksh.....

Details of the Directors: -

Name	Nationality/citizenship	Shares
1. -----	-----	-----
2. -----	-----	-----
3. -----	-----	-----

Date: ----- Signature of Tenderer -----

Official stamp -----

If Kenyan citizen, indicate under “citizenship Details” whether by birth, nationalization or registration.

In the event of this tender being accepted in part or in full within the stipulated 90 days, I/We agree to supply against an order signed by an authorized officer of the Society and failure to do so will constitute breach of contract.

Tenderer’s Name -----

Tenderer’s Signature -----

Designation -----

Full address -----

Telephone Number (office) -----

Email -----

Fax -----

Date -----

Official stamp/seal.

Tenderer’s name in full ----- Signature -----

Address -----

Telephone number -----

PART 3: CODE OF ETHICS AND CONFLICT OF INTEREST DISCLOSURE FORM

Kenversity Sacco procurement guidelines stipulate that the Sacco should not permit reciprocity in any purchase transactions. Any reciprocal financial transactions between a supplier and an employee, whether before or after, are prohibited. It does not matter that the transaction is at arm’s length or not. In view of the above, outlined below are the guidelines on code of ethics and conflict of interest. Code of Ethics Except for casual benefits such as hospitality, or gifts worth less than \$50 equivalent, employees of Kenversity Sacco are not allowed to accept or agree to accept any money, gifts, or other benefit on behalf of themselves or anyone else, from a person or institution having dealings with the Sacco. No gift may be accepted in cases where it is obvious that the gift will result in an expected reciprocal action from the Sacco The standard of conduct for all potential suppliers include the following:

- 1) Potential suppliers are required to refrain from offering, directly or indirectly, any gratuity, gifts, favors, entertainment or any promise of future employment to employees of Kenversity Sacco who may be in a position to influence the procurement decision.
- 2) Potential suppliers and/or their agents are not expected to deal with any employee who has a financial interest in their business.
- 3) During the pre-solicitation phase, potential supplier(s) should avoid soliciting information on a particular acquisition before such information is available to the business community at large.
- 4) Potential suppliers should declare relationships, if any, that could be termed as conflict of interest. Conflict of Interest Please give details of any conflict of interest that may exist between yourself and employee(s) of the Sacco as indicated below, and confirm that you have read the code of ethics and agrees with it.

Has any employee of Kenversity Sacco been your employee in the past one year? If yes, please give details.....
.....
.....

Do you have any family ties with any Kenversity Sacco employee(s) through spouse or immediate family? If so, please explain:
.....
.....
.....

Have you had past business dealings with any employee of Kenversity Sacco? If yes, please give details:

.....
.....

Do you have other social or political relationships with an employee of Kenversity Sacco in procurement, which may impede his/her independence or objectivity?

.....
.....

..... I confirm that all the information given above is true. I understand that failure to comply with the code of ethics and conflict of interest policy will lead to disqualification of my application.

Name.....

Designation.....Signature.....

.....

Official rubber Stamp

Date.....

4. GENERAL SCOPE OF SERVICES

The Scope of work entails and not limited to implementation of the following:

1. Supply, Installation / Implementation, Customization, Training, Testing, data migration and Commissioning of Dynamics 365 Business Central (ERP) for all Modules and functionalities required.
2. Supply, Installation and commissioning of genuine licensed ERP Database System and related software utilities and add-ons
3. Supply of 6 Extra Dynamics 365 Business Central User Licenses for Database system and ERP Systems
4. Project Implementation Services
 - i Requirement Analysis

- ii Implementation and customization of various modules and reports
 - iii User Acceptance Testing (UAT)
 - iv Integrations to currently running support systems e.g. CRM, Call Centre, BI, Mobile Banking, ATM, EDMS etc.
 - v Data Migration from current data formats and ERP system
 - vi Training – For Administrators, Senior Users and all other end Users
 - vii Test & Live Implementation
 - viii Launch and Go Live and onsite hand holding support.
5. System Documentation and User Manual Documents
 6. Provision of ERP Security, Backup and Replication server setup for availability
 7. Post Implementation Services
 - i Annual Technical Support SLA (ATS) for Application Software and Users (First 1 year must be provided as part of the proposal)
 - ii Additional Customization, add-ons setup and upgrade rollout
 - iii Supply of additional Licenses for Packaged Solution Modules
 - iv Warranty for the ERP System and Database system supplied.

Summarized ERP Requirements

Kenversity Sacco has the following main sections which are also the key functional areas to be automated.

1. Member Personal Accounts
2. Registry
3. Credit
4. Finance
5. FOSA
6. Procurement
7. Marketing, Customer Care and Call Centre

8. Internal Audit
9. Human Resources
10. Reconciliation
11. Information and Communication Technology
12. Executive Office (CEO)

The system should support 25 concurrent users with ability for future upgrade.

Party Integration Requirement

1. Integration with Mobile Money Transfer Service: Mobile Deposits in respect of Share capital, Savings, repay Loan and interest.
2. Loans Disbursement (B2C)
3. Ability to integrate to Customer Relationship Management
4. Ability to integrate with EDRMS.
5. Ability to integrate with SMS gateways.
6. Ability to integrate with Corporate Email for notifications.
7. Integrate with mobile banking platform.
8. Integrate with ATM,
9. Integrate with Business Intelligence tools.
10. Integrate with a transactional member portal.
11. Integrate with Call Centre system.
12. Integrate with android POS device.

Communication

1. Member portal – Savings Account Balance, Deposits, Loans, Repayments, Loan Calculator etc.
2. Integrated SMS Service
3. Integrated Bulk Email Service
4. Import and Export Abilities with office applications such excel, word, pdf, text etc.

Deliverables

1. A detailed work plan with the resource requirements schedule.
2. Detailed Software requirement specifications
3. Installed and configured SACCO ERP
4. Training of administrators and end users
5. User and Technical Manuals
6. Source Code
7. Weekly status reports
8. Final project report
9. Warranty of 1 year for User and System support
10. Proposed Hardware and Operating system requirements and specifications.
11. Utility Requirements (other components required for the system to function properly).

Technology

The bidder must define the technology platform(s) to be used to fully deliver their proposed solution.

This should include:

1. The proposed components of the system (Names and versions)
2. The application development environment.
3. The database proposed.
4. Operating system proposed.
5. Client or end-user operating systems supported.
6. The system must be scalable to accommodate growth in the user base as well as transactions.
7. Open-endedness of the software to allow integration with other systems.
8. Setup of necessary IT security measures for the system.
9. Supply and installation/setup of the appropriate software, licenses, and kits.
10. Network environment supported.

Bidders are expected to advise and where necessary, provide the minimum hardware specifications for the optimum operation of their solution.

Software Requirements

The bidder shall indicate the minimum installation environment specification of hardware and operating system required for the solution to function optimally which must be provided by Kenversity Sacco. The solution must be an end-to-end solution and should be ready to install on the server that has the required operating system

The following components should be identified:

1. Hardware Requirements
2. Operating System Requirements
3. Utility Requirements (other components required for the system to function properly)
4. The Software Solution Proposed
5. Installation requirements
6. Availability of source code/updates

Deployment Plan

1. Supplier maintenance support facilities
2. License requirements
3. Future upgrades alternate solutions provided, and the final performance data. This document will provide the scalability data of the solution for various loads. This will become the authentic guide for future scale up/out plans of the Project.

General Conditions:

1. Itemized costing
2. All prices to be in Kenyan Shillings and be VAT Inclusive
3. State Warranty Period Where Applicable
4. State Delivery Period
5. State Quote Validity
6. Must Have Annual Support Service Level Agreement
7. Company Profile

- 8. List of Clientele (SACCOs running Navision that you have offered the above services)
- 9. Statutory Documents

6. TERMS AND CONDITIONS OF PAYMENT

- 1. Contract will be for one year from date of signing the agreement.
- 2. No payments will be made for amounts collected after the expiry of the contract.
- 3. Kenversity Sacco Limited has a right to reject and discontinue the contract if the debt collection firm does not abide by the terms and conditions specified in this form.
- 4. The charges should include all statutory obligations i.e. V.A.T.

7. PRICE SCHEDULE

Applicants should indicate their charges as per unit of measure and attach profile showing clear specifications where applicable.

8. REFEREE:

NAME OF COMPANY:

ADDRESS:

CONTACT PERSON:

SIGNATURE:

DATE:

COMPANY STAMP

9. 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 and Sealed:-

For and on behalf of: -

Positions in the Company Date:

The following is a list of items/ information that the tenderer must provide as attachments to the tender documents. This information will form part of the tender evaluation for the tenderers.

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.
3. A valid tax compliance 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 five (5) 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 three years.
7. Demonstration of a proposed methodology, plan and schedule of implementation of the activity of interest.



INVITATION TO TENDER FOR SUPPLIES AND SERVICE PROVISION.

Kenversity Savings and Credit Co-operative Society Limited invites interested and eligible suppliers for supply and service provision as follows:-

NO	CATEGORY NO.	DESCRIPTION	BIDDER CATEGORY
TENDERS			
1.	KENV/TNDR/ERP/2023	Provision of ERP System Upgrade (MS Dynamics 2017 To Dynamics 365 Business Central), Member Portal, ATM Integration And Mobile Banking Platform Supply, Configuration, Integration, Testing, Training, Migration, Commissioning and Support	ALL BIDDERS

Tender documents may be obtained from www.kenversitysacco.co.ke and at the society offices at Kenversity Plaza, Kahawa Sukari, off Thika superhighway, during working hours (8.30a.m. – 4.00p.m. Monday – Friday). Payment of a non-refundable fee of Ksh.1,000/- for each category payable in cash or bankers cheque to the Society shall apply before closure of the tendering period.

Completed documents in plain sealed envelopes clearly marked “Tender for Supplies with Category code” be addressed as below and deposited in the tender box at the Society office latest **Wednesday, 14th June, 2023, 12.00 Noon** and thereafter, the same shall be opened after closure in the presence of those who may wish to witness.

**The Chief Executive Officer,
Kenversity SACCO Limited,
P.O. Box 10263 – 00100,
NAIROBI.
www.kenversitysacco.co.ke**

The Society reserves the RIGHT to accept or reject any application, either in whole or in part and is not bound to give reasons for its action.