



**KENVERSITY COOPERATIVE  
SAVINGS AND CREDIT SOCIETY LIMITED**

**P.O. BOX 10263 – 00100  
NAIROBI.**

**TELEPHONE: 020 812782 / 020 8002371, 020 8002372.**

**EMAIL: [info@kenversitysacco.co.ke](mailto:info@kenversitysacco.co.ke)**

**[www.kenversitysacco.co.ke](http://www.kenversitysacco.co.ke)**

**TENDER FOR SUPPLY, DELIVERY, INSTALLATION,  
TRAINING, IMPLEMENTATION AND COMMISSIONING  
OF AN ELECTRONIC DOCUMENT AND RECORDS  
MANAGEMENT SYSTEM**

**KENV/TNDR/RMS/2023**



## **KENVERSITY COOPERATIVE SAVINGS AND CREDIT SOCIETY LIMITED**

### **CONDITIONS OF TENDERING**

Serial No. ....

Miscellaneous Receipt No. ....

Date of Receipt .....

Amount in Kshs. ....

#### **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**

2.1 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.

2.2.1 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.

2.2.2 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 FOR SUPPLY, DELIVERY, INSTALLATION, TRAINING, IMPLEMENTATION AND COMMISSIONING OF AN ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM.**

- 3.1.1 Indication of Tenderer's names/mark should not appear on the envelope.
- 3.1.2 The form of tender must be properly signed in ink, dated and must accompany any other documents concerned with the tender.
- 3.1.3 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.

#### **4.0 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.

#### **1 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.

#### **2 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.

#### **3 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 ----- -

Bankers 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 Kshs -----

Name of your bankers -----

Branch/address -----

**Part 2 Registered company**

Private or Public -----

State the normal and issued capital of the company:

Normal Kshs.....

Issued Kshs.....

Details of the Directors: -

<b>Name</b>	<b>Nationality/citizenship</b>	<b>Shares</b>
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**

No.	Requirement	Priority
<b>1. SCOPE OF WORK</b>		
<b>1.1</b>	Inventory of the existing documents generated and / or received will provide the following:	M
	Provide a detailed design EDRMS.	
	Produce an EDRMS indexing scheme	
	Produce document classes and types required for EDRMS	
	Propose systems architecture	
<b>1.2</b>	The system Should be able to support a relational database management system. The bidder is required to supply Microsoft SQL server to run with the EDMS.	M
<b>1.3</b>	Develop a filing plan or categorization of files during business needs analysis for documents to aide in scanning of the documents	M
<b>1.4</b>	Filing and indexing all existing documents according to the structure and metadata agreed upon	M
<b>1.5</b>	Capturing the existing documents in the EDMS software.	M
<b>1.6</b>	Supply, installation, scanning, training and commissioning of the EDMS integrating with ERP and related hardware.	M
<b>1.7</b>	Development of Workflows e.g	M
	o Incoming Mail and Outgoing Mail	
	o File tracking workflow.	
<b>1.8</b>	The project concerns the management of all types of documents including but not	M



	limited to documents emails, forms, cheques, payment order, voice , images , video, etc.	
<b>1.9</b>	Integration with Core system	M
	o ERP System.	
<b>1.1</b>	The system MUST be able to support hybrid and physical folder management	M
<b>2. Classification scheme and file plan</b>		
<b>2.1.1</b>	The EDMS must support representation of a business classification scheme, by which electronic folders are placed in an organized structure, consistent with the nature of the classification scheme; the classification scheme and the folders which are classified against this scheme together make up the file plan.	M
<b>2.1.2</b>	The EDMS must be capable of supporting a hierarchical business classification scheme, with a minimum of three levels below the root level; and must support the use of varying numbers of levels at different points in the classification scheme	M
<b>2.1.3</b>	The EDMS must support the initial construction of a business classification scheme within the EDMS, in preparation for the creation of folders and before the receipt of electronic records.	M
<b>2.1.4</b>	The EDMS must allow an authorized user to add new classes to the classification scheme, except where folders have already been created under an existing class; in which case, the EDMS must be capable of preventing the addition of new descendant classes to that existing class.	M
<b>2.1.5</b>	The EDMS must not, by its own architecture or design, impose any practical limit on the number of classes that can be created at any point within the classification scheme, or within the entire EDMS	M
<b>2.1.6</b>	The EDMS must support close linkage and interaction between records classification tools and other records keeping processes such as capture, access and security, disposal, searching and retrieval and reporting.	M
<b>2.1.7</b>	The EDMS must enable a whole class, including all classes, folders, parts, and records which fall under that class, to be relocated to another point in the classification scheme, retaining a history of their status prior to re-classification in metadata elements	M
<b>2.1.8</b>	The EDMS must support the use of metadata for classes, and must restrict the ability to add or amend class metadata to an authorized user.	M
<b>2.1.9</b>	The EDMS must allow both naming capabilities to be applied separately or together in the same application at the same time	M
<b>2.1.10</b>	The EDMS must support inheritance of metadata fields from third party application database	M
<b>2.1.11</b>	The EDMS must support the ability to amend (i.e. over-ride) inherited metadata attributes	M

<b>2.2</b>	<b>ELECTRONIC FOLDERS</b>	
<b>2.2.1</b>	The EDMS must support an optional class and folder structured naming mechanism which includes names (e.g. personal or corporate names) and dates (e.g. dates of birth) as elements of the class and folder name	M
<b>2.2.2</b>	The EDMS must ensure that records attached to the electronic folders remain correctly allocated to the folder and can be moved and reclassified when need be.	M
<b>2.2.3</b>	The EDMS must allow a Records Manager or any authorized user to enter the reason for the reclassification of an electronic folder, following its reclassification.	M
<b>2.2.1</b>	The EDMS must maintain a history of changes made to the business classification scheme in the EDMS overtime.	M
<b>2.2.2</b>	When creating a new electronic folder in a classification scheme which uses a structured numerical or alphanumerical reference, the EDMS should automatically generate the next sequential number available at that position within the scheme	M
<b>2.2.3</b>	The EDMS must ensure that the electronic folders have capability to carry out functions of case management.	
<b>2.2.4</b>	The EDMS must not, by its own architecture or design, impose any practical limit on the number of folders which can be created under any class, or within the entire EDMS.	M
<b>2.3</b>	<b>FOLDER METADATA</b>	
<b>2.3.1</b>	The EDMS must closely link folder metadata to the relevant EDMS functionality such as stored documents, etc.	M
<b>2.3.2</b>	The EDMS must support inheritance of metadata by folders allocated to a certain class or category of records	M
<b>2.3.1</b>	The EDMS must allow user-defined metadata for the entry of descriptive information about the folder.	M
<b>2.3.2</b>	The EDMS must support the use of metadata for folders, and must be capable of restricting the addition or amendment of metadata elements to authorized users.	M
<b>2.3.1</b>	The EDMS must support the capture and presentation of metadata for folders as set out in the records management policy for xxx	M

2.3.2	The EDMS must prevent change of metadata index captured on the folder level. Where changes are made, these changes must be captured on the Audit trail of the folder, with time stamps of when the changes occurred.	M
2.4	<b>d. CONTENT MANAGEMENT</b>	
2.4.1	The EDMS must be a one unified platform feeding many business processes and each department should have its own documents and processes.	M
2.4.2	The EDMS must be able to support wide range of document types and must be viewable using their native format, without distorting its original record.	M
2.4.1	The EDMS must support distributed document repositories for document upload and access at local level, which can be replicated with central repository at scheduled intervals.	M
2.4.2	The EDMS must have the capability to use a separate document server or File server for better management of records. The system MUST come with option of defining storage controllers where the documents will be stored with option of Mirror pools and digital signatures for stored images	M
2.4.1	The EDMS must have the ability to sort documents/records based on parameters such as departments/organizational grouping/ functional units etc.	M
2.4.2	The EDMS must support definition of record / document types so that different management policies can be applied to each record or document type.	M
<b>3. RECORD CAPTURE, DECLARATION AND MANAGEMENT.</b>		
3.1	<b>CAPTURE</b>	
3.1.1	The EDMS must ensure that electronic documents are captured, so that they can be declared and stored as electronic records. It should allow capture of records from various Sources such as.	M
	· Allow capture through email	
	· Allow capture from a scanner – Conversion of physical content into electronic	
	· Through office applications	
3.1.2	The EDMS must provide an Application Programming Interface (API) to enable integration with other business applications (ERP), so that records of transactions generated by operational and 'line-of-business' systems can be captured.	M
3.1.3	The EDMS must allow users to capture and view documents in their native format	M
3.1.4	The EDMS must be able to capture and register a document within the system as	M
	· a newly created digital content	

	<ul style="list-style-type: none"> <li>· an attachment to a folder as new content</li> <li>· an addition to an already existing content within the EDMS.</li> </ul>	
3.1.5	The EDMS must be able to capture through an automated capture process any document type even though the generating or native application is not present.	M
3.1.6	When capturing a document in its native format, the EDMS should be capable of also capturing a rendition of that document in a standard format, and of storing native format and rendition in a close association. Standard rendition formats PDF	M
3.2	<b>RECORD TYPES</b>	
3.2.1	The EDMS must support the definition of distinct records types in line with operations of the organization.	M
3.2.2	The EDMS must be able create distinct templates for different categories of record types within the Organization.	M
3.2.2	The EDMS must support definition of retention dates within the record storage templates by either using an expression or indicating a retention date as per the organizations records policy.	M
3.2.2	The EDMS must allow creation of different document types for an organization before they can be declared as records.	M
3.2.3	The EDMS must enable administrators of records to define metadata attributes for each record type based on different classes of records in the organization.	M
3.3	<b>C. RECORD METADATA</b>	
3.3.1	The EDMS must support use of metadata for all electronic records and documents.	M
3.3.2	The EDMS must support the capture and presentation of metadata for electronic records as set out in the accompanying metadata standard for electronic records management. The support must be from different sources	M
	<ul style="list-style-type: none"> <li>· Where records or documents are captured through email</li> <li>· Where documents or records are captured through a scanner</li> </ul>	
3.3.3	The EDMS must ensure the capture of all required metadata elements specified at systems configuration or design of templates for records, and retain them with the electronic record / document in a tightly-bound relationship at all times.	M
3.3.4	The EDMS must allow entry of further descriptive and other specified metadata at a later stage of processing leaving Audit trails of changes made with proper timestamps and must be able to restrict this ability to authorized users.	M
3.3.5	The EDMS must prevent any amendment of selected elements of metadata of the electronic record /document which have been acquired from any source including those created within the EDMS itself.	M
3.3.6	The EDMS must ensure contents of selected metadata elements of the electronic document or record can only be amended by an authorized user.	M
3.3.7	The EDMS must record the date and time (to the nearest minute) of declaration as a metadata element attached to the record; this data should in addition be recorded in the audit trail.	M

3.3.8	The EDMS must ensure the capture of e-mail transmission data and be capable of mapping this data to electronic record metadata elements, as set out in the accompanying records management policy for the organization.	M
3.3.9	When capturing an e-mail message, the EDMS must ensure that e-mail transmission data is included in the body of the record, including sender, recipients, and date of receipt.	M
3.3.4	The EDMS must support range of metadata elements required to support the organizations business.	
3.3.5	The EDMS must place no practical limitation on the number of metadata elements allowed for each object in the system.	
3.3.6	The EDMS should support several formats or combinations of formats for metadata elements, including:	
	· Text	
	· Boolean	
	· Decimal	
	· Alphanumeric	
	· Long textC	
· Numeric		
3.3.7	The EDMS must be able to allocate an identifier, unique within the system, to each electronic record on declaration, that serves to identify the record from the point of declaration throughout the remainder of its life within the EDMS	M
3.4	<b>MOVE, COPY, EXTRACT AND RELATE</b>	
3.4.1	The EDMS must allow for extraction of content items form folders which can immediately be allocated to a different folder without change to the contents. The EDMS must have the option of manually doing this or automation through a capture driver.	M
3.4.2	The EDMS must allow relating of electronic records or documents through well-defined repository key objects, which are unique to the contents being related.	M
3.4.3	Where an EDMS support direct creation of an extract it must be able to copy existing metadata attributes and access controls from the originating record to the extract, but allow selected items to be amended where necessary. Support for this Must be automated within the EDMS	M
4	<b>BULK IMPORT</b>	
4.1	The EDMS must be able to capture in bulk records or documents exported from other records management, bulk scanning applications and document management systems, including capture of:	M
	· electronic records in their existing format, without degradation of content or structure, retaining the relationship between the components of any individual record	
	· electronic records and all associated metadata, retaining the correct relationship between individual records and their metadata attributes	
	· the folder structure to which the records are assigned, and all	

	associated metadata, retaining the correct relationship between records and folders	
	The above should be automated through capture drivers that are default to the EDMS.	
4.2	Within the schedule for implementation, the EDMS must be able to directly import, in bulk, electronic records in their existing format with associated metadata	M
4.3	The EDMS must be able to import electronic documents with no associated metadata elements through a well-defined indexing process that queues imported records and assigns to data entry clerks for metadata capture	M
4.4	The EDMS must be able to support extraction of data for full text indexing	M
4.1	<b>SEARCH AND RETRIEVAL</b>	
4.1.1	The EDMS must provide facilities for searching, retrieving and displaying classes - - folders, electronic records etc. defined within the EDMS	M
4.1.2	The search facility must be provided through modern web browsers and must be accessible from anywhere if published over the internet	M
4.1.3	The EDMS must support dynamic search mechanism by use of Boolean expressions and logical operators like and, or, greater than etc. for example searching application form on the basis of customer type and City	M
4.1.4	The EDMS MUST support combined search on Profile, Indexed and Full Text Search.	M
4.1.5	The system shall support search for documents or folders on document or folder on profile information such as name, created, modified or accessed times, keywords, user-defined parameters etc.	M
4.1.6	The EDMS must support a facility to export search results to other applications e.g. Excel	M
4.1.7	The EDMS must be able to retrieve a complete folder and all its digital records and contextual metadata, and list all and only those records in the context of that folder as a discrete group and in a single retrieval process.	M
4.1.8	The EDMS must be able to display all available metadata associated with a digital record or folder upon request, through well-defined query mechanism	M
4.1.9	The EDMS must support the use of metadata to describe digital records and to enable automated records management processes	M
4.1.10	The EDMS must not allow a user to have access to classes, folders or records or their metadata (according to configuration) by means of any search and retrieval function.	M
4.1.11	The EDMS must be able to display to the user the contents of search results in their original native format.	M
4.2	<b>RETENTION AND DISPOSAL</b>	
4.2.1	The EDMS must provide a mechanism for the definition and later amendment of a rule base of retention and disposal rules (afterwards called Retention and disposal schedules), each of which can be allocated to classes, folders, and record type records.	M

4.2.2	The EDMS must ensure prompt disposal of records that have outlived their usefulness through automation of disposal/retention rules through a notification to the administrator or Records Manager.	M
4.2.4	The EDMS must support the following internal event types which can automatically trigger the commencement of a retention period:	M
	<ul style="list-style-type: none"> <li>· opening date of a folder / electronic file</li> <li>· closing date of an folder /electronic file</li> </ul>	
4.2.5	The EDMS must support the allocation of disposal instructions as part of a disposal schedule which include:	M
	<ul style="list-style-type: none"> <li>· review</li> </ul>	
	<ul style="list-style-type: none"> <li>· export</li> </ul>	
	<ul style="list-style-type: none"> <li>· transfer and archiving of records (i.e. export, followed by destruction)</li> <li>· Destruction.</li> </ul>	
4.2.6	The EDMS must provide a mechanism for the allocation of a pre-defined disposal schedule to each class, electronic folder and specified record types in the EDMS.	M
4.2.7	The EDMS must be capable of restricting the ability to allocate and re-allocate disposal schedules to folders and classes, to authorized users	M
4.2.8	The EDMS must be capable of reporting on folders and records which have a disposal hold placed on them, and enable such a hold to be extended by an authorized user.	M
4.2.9	The EDMS must provide a disposal management mechanism, which will, once the disposal process is initiated by an authorized user:	M
	<ul style="list-style-type: none"> <li>· automatically identify all qualifying folders and records where the specified conditions for disposal are fulfilled</li> <li>· notify an authorized user of all the folders and records so qualifying</li> </ul>	
4.2.10	When a disposal schedule triggers a review disposal action on an electronic folder or class, the EDMS must enable the re-allocation of a disposal schedule, which may result in:	M
	<ul style="list-style-type: none"> <li>· a later review, following a further retention period</li> </ul>	
	<ul style="list-style-type: none"> <li>· Marking for permanent preservation and transfer to the Public Record Office, immediately or following a further retention period</li> <li>· Destruction, immediately or following a further retention period.</li> </ul>	
4.3	<b>NOTIFICATIONS AND ALERTS</b>	
4.3.1	The EDMS must have the capability to send notification of expiry of deadline set on a task or content.	M
4.3.2	The EDMS must support capability to set deadlines as	M
	<ul style="list-style-type: none"> <li>· Business hour(s)</li> </ul>	
	<ul style="list-style-type: none"> <li>· Hour(s)</li> </ul>	
	<ul style="list-style-type: none"> <li>· Business day(s)</li> </ul>	
	<ul style="list-style-type: none"> <li>· Week(s)</li> <li>· Business Weeks(s)</li> </ul>	

<b>4.4</b>	<b>ELECTRONIC SIGNATURES AND WATERMARKS.</b>	
<b>4.4.1</b>	The EDMS must support secure, encrypted digital signature on approvals of documents	M
<b>4.4.2</b>	The EDMS must be capable of storing electronic records bearing watermarks, and retaining information about the watermark with the records.	M
<b>4.4.3</b>		
<b>4.4.4</b>	The EDMS must be able to apply an electronic watermark to a record, group of records, during export from EEDMS. The watermark must be unique to a specific category of records.	
<b>4.5</b>	<b>ARCHIVING</b>	
<b>4.5.1</b>	The EDMS must have capability to allow documents or records to be selected for archiving (backup) by:	M
	i. by Creation Date?	
	ii. by Document Number?	
	iii. by Author?	
	iv. by Last Edit Date?	
	v. by Keywords?	
	vi. by Category?	
	vii. by User-defined date range?	
	viii. by User-defined Field or category?	
ix. by DOS filename?		
<b>4.5.2</b>	The EDMS archiving functionality must be within the Records and Retention Policies of the organization.	M
<b>4.5.3</b>	The EDMS must support the process of transfer of records from current electronic repository to the digital archive with options of restoration of same records from the archive for immediate use in the current electronic repository without losing their original context.	M
<b>5</b>	<b>DOCUMENT MANAGEMENT</b>	
<b>5.1</b>	The EDMS must provide document management facilities as an integral part of the system	M
<b>5.2.</b>	The EDMS must support check-in and check-out functionality allowing documents and files to be checked out, and when checked out, the files must be locked in read-only mode to any other user that requests a copy of the checked out document or file.	M
<b>5.3</b>	The EDMS must support import and export of documents, records and their metadata.	M
<b>5.4</b>	The EDMS must support annotation of documents without modifying the original document.	M
<b>5.5</b>	The EDMS must allow users to place “sticky notes” on documents	M
<b>5.6.</b>	The system should support the assignment of versions to documents with a facility for making version comments	M



	The system should support all commonly used file formats like Office, PDF, TIFF, JPEG, GIF, BMP, etc.	
5.7.	The system must support integration with the mail server for direct uploading of e-mails and their attachments for corresponding users and indexing based on defined parameters	M
	· Save emailed document including attachments	
	• Save recipient email Address	
	• Save send email address, date, time, etc.	
	• E-mail status - sent successfully or email. • send filed	
5.8.	The EDMS must allow users to stamp images with customized or pre-defined graphics	M
5.9.	The system shall support versioning of documents with facility to write version comments.	M
5.10.	The EDMS shall provide facility for securing annotations for selective users	M
5.11	The EDMS shall provide facility for users to enter the remarks / comments / message and secure notes on the documents as per the requirements. The secured notes shall only be visible to users that have been provided the rights to view the secured notes.	M
5.12	The EDMS shall facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.	M
5.13	The EDMS shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations.	M
5.14	The system shall support for Thumbnails on image documents	M
5.15	Automatic metadata capture from multiple different scanned imaged on bulk scan	
<b>6</b>	<b>SECURITY AND ACCESS CONTROL</b>	
6.1	The EDMS must separate authentication from authorization. Authorization should be provided by the underlying application server or the Active directory	M
6.2	The EDMS must have an option for defining users and their roles in the system,	M
6.3	The EDMS must have the capability to define security for individual file, individual metadata field, individual folder and also define the same at a global level	M
6.4	The EDMS must allow an authorized administrative user to create and maintain individual users of the system	M
6.5	The EDMS must allow an authorized administrative user to assign security and access permissions to individual folders as well as groups of folders in the folder structure	M
6.6	The EDMS must have the ability to securely redact (hide) sensitive portions of documents	M
6.7	The EDMS shall support and provide support for HTTPS's/SSL for secured data transfer.	M

6.8	The EDMS must support the definition of all access control list required prior to their allocation to a user, role, folder or record.	M
6.9	The EDMS must restrict the ability to define and maintain available access control list to an Administrator	M
6.10.	The EDMS must support use of access control list which identify:	M
	<ul style="list-style-type: none"> <li>· pre-defined groups or roles of users,</li> <li>· Individual users, in order to control which users are allowed access to which electronic records, folders and classes.</li> </ul>	
6.11.	The EDMS must support the definition of a set of user roles, which control the assignment of rights to specific functions or groups of functions; and must restrict any ability to define or customize these roles to an Administrator	M
6.12.	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download).	M
6.13.	The EDMS must be able to limit access to system functions and facilities, so that all users will only be able to carry out those functions which are permitted by the user role(s) to which they have been allocated through defined access control list	M
7	<b>AUDIT TRAIL</b>	
7.1	The EDMS must be able to automatically record an audit trail of events under the control of the EDMS, storing information about:	M
	· the action which is being carried out	
	· the object(s) to which the action is being applied	
	· the user carrying out the action	
7.2	The EDMS must have an audit functionality to track and record accesses, changes made to documents, when they were made and who made them.	M
7.3	The EDMS must allow an authorized administrative user to access the history of both documents and records as audit trails. The administrative user MUST not be able to manipulate such History or Audit trail.	M
7.4	The EDMS must allow an authorized administrative user to generate a report of the history of both documents and records as audit trails.	M
7.5	The EDMS audit trail must be a permanent record that cannot be purged	M
7.6	The EDMS must be able to automatically record information in the audit trail about the following events:	M
	· creation of a new user or group;	
	· changes to access and security controls affecting a record, folder or user;	
	· relocation of records to another folder, identifying both origin and destination;	
	· all disposal review decisions made by a System Administrator;	
· a separate log of all deletion or destruction actions carried out by any user.		
7.7	The EDMS must maintain as a separate file a log of all logins, including IP addresses of machines accessing the EDMS	M

<b>8</b>	<b>REPORTING</b>	
<b>8.1</b>	The EDMS must be able to allow an authorized user to create and maintain bespoke reports on documents, records, and individual document types and search facilities	M
<b>8.2</b>	The EDMS must provide a reporting capability, for Administrators and other authorised users, to provide management and statistical reports on activity and status within the EDMS.	M
<b>8.3</b>	The EDMS must be able to provide turn around report on all activities and work carried out on the EDMS	M
<b>8.4</b>	The EDMS shall support strong searching, reporting and monitoring of work process and status to help in automating work processes and improve efficiency like search on pending work items, completed work items or No. of work items pending with specific user etc.	M
<b>8.5</b>	The EDMS with workflow facilities must provide comprehensive reporting facilities to allow the monitoring of volumes, performance, and exceptions.	M
<b>9</b>	<b>SYSTEM INTERFACES</b>	
<b>9.1</b>	The EDMS must be fully web based with support for all standard web browsers	M
<b>9.2</b>	The EDMS must consistently present user interface -menus, commands and other facilities in all parts of the application	M
<b>9.3</b>	The EDMS must produce error messages which are meaningful and appropriate, and should offer immediate prompts for actions to resolve the error wherever possible.	M
<b>9.4</b>	The EDMS must ensure that each electronic record and record aggregation is uniquely identifiable within its electronic containers and store this identification as metadata with the record on the electronic container.	M
<b>9.5</b>	The EDMS should allow application developers or administrators to define customized and user defined metadata fields with the EDMS.	M
<b>9.6</b>	The EDMS must allow administrators or application developers to be able to customize interfaces to suit functions of a user. By default the EDMS must support persona based interfaces.	M
<b>9.7</b>	The EDMS should provide an online context-sensitive help facility.	M
<b>9.8</b>	The EDMS must ensure that minimal movement between screens is required to perform system operations.	M
<b>9.9</b>	The EDMS must support access of documents from mobile devices and it should be responsive to the size of the screen through the browser. Where the EDMS has a mobile application, this will be an added advantage	M
<b>10</b>	<b>SYSTEM ARCHITECTURE</b>	
<b>10.1</b>	The EDMS software should be based on real multi-client capability and a service oriented structure supporting N-tier architecture.	M
<b>10.2</b>	The EDRMS application server must be platform with capability to run on a Windows Server platform. <ul style="list-style-type: none"> <li>• Microsoft Windows Platform</li> </ul>	M
<b>10.3</b>	The EDRMS client must be able to run on any <ul style="list-style-type: none"> <li>• Window PC platform</li> </ul>	M

	<ul style="list-style-type: none"> <li>Linux</li> </ul>	
	<ul style="list-style-type: none"> <li>Mac OS</li> </ul>	
	The client should run only browsers for access to the system and should not do any data processing.	
<b>10.4</b>	The EDMS must support a browser based approach so that the solution has the ability to be portable to other platforms	M
<b>10.5</b>	The EDMS must have the ability to integrate with Microsoft active directory (for authentication) and Microsoft exchange email system	M
<b>10.6</b>	The EDMS must have the capability to use a separate document server or File server for better management of records.	M
<b>10.7</b>	The EDMS should provide a flexible API for system integration and application development.	M
<b>10.8</b>	The EDMS shall support distributed document repositories for document upload and access at local level, which can be replicated with central repository at scheduled intervals.	M
<b>10.9</b>	The EDMS must be able to run over a TCP/IP network protocol	M
<b>10.10</b>	The EDMS software should be modular in design with the following modules fully licensed	M
	Process Management	
	Content Management	
	User attributes	
<b>10.11</b>	The EDMS should allow access to database tables from outside the application for purposes of integration with other applications. This should only be possible for internal applications, for applications outside the organization access should only be through API points with well-defined security on data exchange e.g. REST API	M
<b>10.12</b>	The EDMS should be able to retrieve data from external databases and other core applications, for example to populate template fields and validate metadata entry from other application data base	M
<b>10.13</b>	The EDMS should provide Concurrent licensing	M
<b>10.14</b>	The EDMS software modules such as Capture, Storage Management, Document Management, Retrieval, and Distribution should preferably be part of the EDRMS software and not third party components	M
<b>10.15</b>	The EDMS must provide evidence of the degree of scalability which it can support overtime as organisational needs change and develop. Benchmark metrics for scalability are: -	M
	<ul style="list-style-type: none"> <li>number of geographical locations at which users can be supported, while maintaining the performance metrics demonstrated</li> </ul>	
	<ul style="list-style-type: none"> <li>total size of the record repository which can be supported, in Gigabytes or Terabytes, while maintaining the performance metrics demonstrated</li> </ul>	
	<ul style="list-style-type: none"> <li>number of total users which can be supported, while maintaining the performance metrics demonstrated</li> </ul>	
	<ul style="list-style-type: none"> <li>systems management overhead in maintaining a growth rate for the number of records and users anticipated in the first five years of operation</li> </ul>	

	<ul style="list-style-type: none"> <li>amount of re-configuration and downtime required to maintain a growth rate for the number of records and users anticipated in the first five years of operation</li> </ul>	
	<ul style="list-style-type: none"> <li>Amount of re-configuration and downtime required to make bulk changes to organisational structures, class and folder structures, and user roles with the number of folders, records and user anticipated after five years of operation.</li> </ul>	
	<ul style="list-style-type: none"> <li>Must give alerts on loaned and overstayed files send directly to the Records Manager</li> </ul>	
<b>11</b>	<b>COMPLIANCE</b>	
<b>11.1</b>	While recognizing that in all probability, there does not exist any EDMS software developed for compliance specifically with the laws of Kenya, the EDRMS should strive to comply with the Public Records and Documentation Services Act CAP19 and Records Disposal Act CAP 14 respectively	M
<b>11.2</b>	Wherever relevant, the EDMS should comply with, or support compliance with, the following standards:	M
	<ul style="list-style-type: none"> <li>ISO 9075 Information technology: database languages: SQL</li> </ul>	
<b>12</b>	<b>WORKFLOW</b>	
<b>12.1</b>	The EDMS shall support routing of Workflow instances to users' inboxes for their action.	M
<b>12.2</b>	The EDMS must allow standard workflows to be defined and maintained within the EDMS	M
<b>12.3</b>	The EDMS shall provide a facility to see complete track sheet and note sheet, providing traceability for all workflow activities initiated in the EDMS.	M
<b>12.4</b>	The EDMS must Support to organization structure and roles based task management	M
<b>12.5</b>	The EDMS must Support task assignment based on organization structure and flexibility to reassign tasks flexibly	M
<b>12.6</b>	The EDMS must support Email Notifications on tasks	M
<b>12.7</b>	The EDMS must have the ability to support sub-processes and repeatable processes	M
<b>12.8</b>	The EDMS must have the ability to Support activation/deactivation of workflows business process	M
<b>12.9</b>	The EDMS must allow users to view audit trail of the process instance of all work in progress;	M
<b>12.10</b>	The EDMS shall give an option to Refer Work items to other users for reference even if that user is not the part of the workflow route	M
<b>12.11</b>	The EDMS shall provide option for either the last user of the workflow to complete the workflow or every user of the workflow do the same depending upon the workflow definition.	M
<b>12.12</b>	The EDMS shall support Time-based and event-based reminders and automatic escalations to concerned user after a specified interval of time.	M

12.13	The EDMS shall support strong searching, reporting and monitoring of work process and status to help in automating work processes and improve efficiency like search on pending work items, completed work items or No. of work items pending with specific user etc.	M
12.14	The EDMS with workflow facilities must provide comprehensive reporting facilities to allow the monitoring of volumes, performance, and exceptions.	M
12.15	The EDMS with workflow facilities must ensure digital records and folders remain correctly classified during a workflow - process, retaining all links to other record plan entities.	M
12.16	The EDMS with workflow facilities must allow a digital document to be captured and registered during, or at the conclusion of, a workflow process.	M
12.17	The EDMS with workflow facilities must maintain the same access and security controls that apply to digital records and folders at all other times	M
12.18	The EDMS with workflow facilities must ensure that digital records and folders within workflow process can be located using the standard search interface.	M
13	<b>HYBRID SYSTEM MANAGEMENT</b>	
13.1	The EDMS must support the management of markers, physical folders and hybrid folders in a manner consistent and fully integrated with the management of digital records and folders.	M
13.2	The EDMS must allow physical folders to be classified with the same records classification tools in the same record plan used to manage digital folders	M
13.3	The EDMS must incorporate a physical file tracking workflow within the system. This should have file loaning facility and return	M
13.4	The EDMS must maintain the same access and security controls for markers, physical folders and hybrid folders that apply to digital records and folders at all times.	M
14	<b>TECHNICAL SUPPORT</b>	
14.1	Bidder must have a comprehensive support procedure for xxx	M
14.2	The bidder must have qualified professional/systems engineers to offer functional and technical support	M
14.3	Access to online support system	M
14.4	Warranty period of 1 year from date of Go-live	M
14.5	On-site support post go-live for at least 6 months	M
14.6	Post-warranty maintenance services: Annual technical support agreement	M
14.7	System Upgrades MUST be provided for within the Warranty period and after Signing of the SLA	M
15	<b>TRAINING</b>	

15.1	Provide technical training for application support staff (technical support, security administration).	M
15.2	Provide training on data capture, digitization techniques and managing of electronic records	M
15.3	Provide training for day-to-day system users covering application usage to Trainers of Trainees (TOT).	M
15.4	Provide training for BOD, senior management on how to access key reports and query transaction and standing - Data.	M
16	<b>DOCUMENTATION</b>	
16.1	Avail quick reference module specific documentation for day-to-day reference by end users- FAQ (frequently asked Questions)	M
16.2	Provide System documentation - system structure schema, interface specifications, data/object/application descriptions, Operation / Administration - installation and configuration manuals, operator manuals, system / database /	M
	performance / security administration manuals, restart and recovery manual, backup and restoration manual,	
	archiving manual	

**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
<b>TENDERS</b>			
1.	KENV/TNDR/RMS/2023	Provision and supply of Electronic Document and Records Management System, Installation, integration, Training, implementation, Commissioning and Support.	ALL BIDDERS

Tender documents may be obtained from [www.kenversitysacco.co.ke](http://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, 14<sup>th</sup> 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](http://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.**