



UKULIMA SACCO SOCIETY LTD

P.O.BOX. 44071-00100 GPO NAIROBI

UCSCS/11/EDMS/2023 - TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS), DIGITIZATION AND INDEXING OF UKULIMA SACCO SOCIETY LTD DOCUMENTS AND INTEGRATION WITH OTHER BUSINESS SYSTEMS.

TENDER NO: UCSCS/11/EDMS/2023

**SUBMISSION CLOSING DATE: THURSDAY, 5TH OCTOBER 2023
AT 1200 NOON**

SEPTEMBER 2023

E- Mail: info@ukulimasacco.coop

Website: www.ukulimasacco.coop

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SECTION I - INVITATION TO TENDER

NO. UCSCS/11/EDMS/2023 - TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS), DIGITIZATION AND INDEXING OF UKULIMA SACCO SOCIETY LTD DOCUMENTS AND INTEGRATION WITH OTHER BUSINESS SYSTEMS.

1.1 Ukulima Sacco Society Limited invites sealed tenders from eligible EDMS Companies for the above services.

1.2 Interested eligible companies may obtain further information from and inspect the tender documents at Ukulima Co-operative House 4th floor procurement office, P.O Box 44071-00100 Nairobi during normal office working hours.

1.3 A complete set of tender documents may be obtained by interested candidates upon payment of a non-refundable fee of Ksh. 3,000.00 in cash payable to Ukulima Sacco society limited at FOSA banking hall ground floor.

1.4 Prices quoted should be inclusive of all taxes, and remain valid for 120 days from the closing date of the tender.

1.5 Completed tender documents are to be enclosed in plain sealed envelopes, marked with the tender number and name and be deposited in the Tender Box located at Ukulima Co-operative House 2nd floor or be addressed to Ukulima Sacco society limited, P.O Box 44071-00100 Nairobi so as to be received on or before THURSDAY 5TH OCTOBER 2023 at 12.00 Noon.

1.6. Bidders are expected as a must to provide a tender security of 2% of the tendered sum in form of a Guarantee from a reputable Bank or an Insurance company approved by PPRA payable to Ukulima Sacco Ltd.

1.7. The Bidder should provide two copies of the technical proposal enclosed in two separate envelopes and marked ORIGINAL TECHNICAL PROPOSAL AND COPY

1.8. The Bidder should provide a Financial Proposal enclosed in a separate envelope marked FINANCIAL PROPOSAL

1.9 Tenders will be opened immediately thereafter in the presence of candidate's representatives who choose to attend the opening at Ukulima Co-operative House Board Room 2nd Floor.

1.9.1 Ukulima Sacco society ltd reserves the right to accept or reject any tender in whole or part and is NOT bound to give any reason thereof.

NB. PLEASE DO NOT INDICATE ANY FINANCIAL FIGURES OR ANY FINANCIAL INFORMATION ON THE TECHNICAL PROPOSAL.

Chemarum Victor
SIGNED FOR : CHIEF EXECUTIVE OFFICER

SECTION II- INSTRUCTION TO TENDERERS

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SECTION II - INSTRUCTIONS TO TENDERERS

2.1. Eligible Tenderers

- 2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Appendix to Instructions to Tenderers. Successful tenderers shall 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 Ukulima Sacco society limited 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 59 of the Act 2015.
- 2.1.3 Tenderers shall provide the qualification information statement that the tenderer (including all members of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring entity to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services under this Invitation for tenders.
- 2.1.4 Tenderers involved in the 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 Ukulima Sacco limited, will in no case be responsible or liable for those costs Regardless of the conduct or outcome of the tendering process.
- 2.2.2 The price to be charged for the tender document shall be Kshs. 3,000.00
- 2.2.3 Ukulima Sacco Society Limited shall allow the tenderer to view the tender document free of charge before purchase.

2.3 Contents of Tender Document

- 2.3.1 The tender documents comprise the documents listed below and addenda issued in accordance with clause 2.5 of these instructions to tenderers (if any).

- (i) Instructions to Tenderers
- (ii) General Conditions of Contract
- (iii) Special Conditions of Contract
- (iv) Schedule of Requirements

- (v) Details of Insurance Cover
- (vi) Form of Tender
- (vii) Price Schedules
- (viii) Contract Form
- (ix) Confidential Business Questionnaire Form
- (x) Tender security Form
- (xi) Performance security Form
- (xii) Declaration Form
- (xiii) Request for Review Form

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

2.4 Clarification of Tender Documents

2.4.1 A Candidate making inquiries of the tender documents may notify the Procuring entity by post, or by phone at Ukulima Sacco Society Limited address indicated in the Invitation for tenders. The Procuring entity will respond in writing to any request for clarification of the tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of the tenders, prescribed by the procuring entity. 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 candidates who have received the tender documents.

2.4.2 The Procuring entity shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

2.4.3 Preference where allowed in the evaluation of tenders shall not exceed 10% of the tendered premium sum

2.5 Amendment of Tender Documents

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

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

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

2.6 Language of Tenders

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

2.7 Documents Comprising the Tender

- 2.7.1 The tender prepared by the tenderer shall comprise the following components:
- (a) A Tender Form and a Price Schedule completed in accordance with paragraph 2.8, 2.9 and 2.10 below
 - (b) Documentary evidence established in accordance with paragraph 2.1.2 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
 - (c) Tender security furnished in accordance with paragraph 2.12 (if applicable)
 - (d) Declaration Form.

2.8 Form of Tender

- 2.8.1 The tenderer shall complete the Form of Tender and the Price Schedule furnished in the tender documents, indicating the services to be provided.

2.9 Tender Prices

- 2.9.1 The tenderer shall indicate on the form of tender and the appropriate Price Schedule, the unit prices and total tender price 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 tenderer shall remain fixed during the Term of the contract unless otherwise agreed by the parties. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.20.5

2.10 Tender Currencies

2.10.1 ALL PRICES SHALL BE QUOTED IN KENYA SHILLINGS ONLY.

2.11. Tenderers Eligibility and Qualifications

- 2.11.1 Pursuant to paragraph 2.1 the tenderer shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if it's tender is accepted.
- 2.11.2 The documentary evidence of the tenderer's qualifications to perform the contract if its tender is accepted shall establish to the Procuring entity satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

2.12. Tender Security

- 2.12.1 The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Appendix to Instructions to Tenderers.
- 2.12.2 The tender security shall not exceed 2 per cent of the tender price.
- 2.12.3 The tender security is required to protect the Procuring entity against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.12.7
- 2.12.4 The tender security shall be denominated in Kenya Shillings only, and shall be in the form
 - a) Cash.
 - b) A bank guarantee.
 - c) Such insurance guarantee approved by the Authority.
- 2.12.5 Any tender not secured in accordance with paragraph 2.12.1. and 2.12.3 shall be rejected by the Procuring entity as non-responsive, pursuant to paragraph 2.20.5
- 2.12.6 Unsuccessful Tenderer's tender security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of tender validity
- 2.12.7 The successful Tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.29, and furnishing the performance security, pursuant to paragraph 2.30
- 2.12.8 The tender security may be forfeited:
 - (a) if a tenderer withdraws its tender during the period of tender validity.
 - (b) in the case of a successful tenderer, if the tenderer fails:
 - (i) to sign the contract in accordance with paragraph 2.29 or
 - (ii) to furnish performance security in accordance with paragraph 2.30.
 - (c) If the tenderer reject correction of an arithmetic error in the tender.

2.13. Validity of Tenders

- 2.13.1 Tenders shall remain valid for 120 days after date of tender opening pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as non-responsive.

2.13.2 In exceptional circumstances, the Procuring entity may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided under paragraph 2.12 shall also be suitably extended. A tenderer granting the request will not be required nor permitted to modify its tender.

2.14. Format and Signing of Tenders

2.14.1 The tenderer shall prepare an original and a copy of the tender, clearly marking each "ORIGINAL TENDER" and "COPY OF TENDER," as appropriate. In the event of any discrepancy between them, the original shall govern.

2.14.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, except for un-amended 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 tenderer, 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 tenderer shall seal the original and the copy of the tender in separate envelopes, duly marking the envelopes as "ORIGINAL TENDER" and "COPY OF TENDER". The envelopes shall then be sealed in an outer envelope.

2.15.2 The inner and outer envelopes shall:

- (a) be addressed to the Procuring entity at the address given in the Invitation to Tender.
- (b) bear tender number and name in the invitation to tender and the words, **"DO NOT OPEN ON OR BEFORE THURSDAY 5TH OCTOBER 2023 at 12.00 Noon** The inner envelopes shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared "late".

2.15.3 If the outer envelope is not sealed and marked as required by paragraph 2.15.2, Ukulima Sacco Society limited will assume no responsibility for the tender's misplacement or premature opening.

2.16. Deadline for Submission of Tenders

2.16.1 Tenders must be received by the Procuring entity at the address specified under paragraph 2.15.2 not later than

2.16.2 The Procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.5.3 in which case all rights and obligations of the Procuring entity 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 the tender box shall be received by the Procuring entity at the CEO's Office.

2.17. Modification and Withdrawal of Tenders

2.17.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by Ukulima Sacco Society limited prior to the deadline prescribed for 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 speed post or email but followed by a signed confirmation copy, postmarked not 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. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.12.7.

2.18. Opening of Tenders

2.18.1 The Procuring entity will open all tenders in the presence of tenderers' representatives who choose to attend on **THURSDAY 5TH OCTOBER 2023** at 12.00 Noon at Ukulima Board Room 2nd Floor Ukulima Co-operative House. The tenderers' representatives who are present shall sign a register evidencing their attendance

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

2.18.3 The Procuring entity, will prepare minutes of the tender opening, which will be submitted to tenderers 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 procuring entity, may, at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.

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

2.20 Preliminary Examination and Responsiveness

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

- 2.20.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the candidate does not accept the correction of the errors, its tender will be rejected, and its tender security forfeited. If there is a discrepancy between words and figures, the amount in words will prevail
- 2.20.3 The Procuring entity, may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any tenderer.
- 2.20.4 Prior to the detailed evaluation, pursuant to paragraph 2.20, the Procuring entity, will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations the Procuring entity, 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 the Procuring entity, and may not subsequently be made responsive by the tenderer by correction of the non-conformity.

2.21. Conversion to single currency

- 2.21.1 Where other currencies are used, the Procuring entity, will NOT convert those currencies to Kenya Shillings. All amounts quoted must be in Kenya shillings.

2.22. Evaluation and Comparison of Tenders

- 2.22.1 The Procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20

- 2.22.2 The Procuring entity, 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 2.22.3.

(a) operational plan proposed in the tender;

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

- 2.22.3 Pursuant to paragraph 2.22.2. the following evaluation methods will be applied.

(a) Operational Plan

(i) The Procuring entity requires that the services under the Invitation for Tenders shall be performed at the time specified in the Schedule of Requirements. Tenders offering to

perform longer than the procuring entity's required delivery time will be treated as non-responsive and rejected.

(b) Deviation in payment schedule

(i) Tenderers shall state their tender price for the payment on 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. The Procuring entity, may consider the alternative payment schedule offered by the selected tenderer.

2.22.4 The tender evaluation committee shall evaluate the tender within 15 days from the date of opening the tender.

2.23. Contacting the Procuring entity,

2.23.1 Subject to paragraph 2.19 no tenderer shall contact the Procuring entity 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 tenderer to influence the Procuring entity, in its decisions on tender evaluation, tender comparison, or contract award may result in the rejection of the Tenderers' tender.

2.24 Post-qualification

2.24.1 The Procuring entity will verify and determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.

2.24.2 The determination will take into account the tenderer financial and technical capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 2.11.2, as well as such other information as the Procuring entity deems necessary and appropriate

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

2.25 Award Criteria

2.25.1 Subject to paragraph 2.29 the Procuring entity, will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

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

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

2.26. The Procuring entity's Right to accept or Reject any or all Tenders

2.26.1 The Procuring entity, reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for the Procuring entity action. If the Procuring entity, determines that none of the tenders is responsive, the Procuring entity shall notify each tenderer who submitted a tender.

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

2.26.3 A tenderer 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.

2.27 Notification of Award

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

2.27.2 The notification of award will signify the formation of the contract subject to the signing of the contract between the tenderer and the Procuring entity pursuant to clause 2.9. Simultaneously the other tenderers shall be notified that their tenders were not successful.

2.27.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 2.29 the Procuring entity will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

2.28 Signing of Contract

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

2.28.2 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to Ukulima Sacco Society limited.

2.28.3 The contract will be definitive upon its signature by the two parties.

2.28.4 The parties to the contract shall have it signed within 30 days from the date of opening the tender unless there is an administrative review request.

2.29 Performance Security

2.29.1 The successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in a form acceptable to the Procuring entity.

2.29.2 Failure by the successful tenderer 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 the Procuring entity may make the award to the next lowest evaluated tender or call for new tenders.

2.30 Corrupt or Fraudulent Practices

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

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

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

Appendix to instructions to Tenderers

Notes on the Appendix to the Instruction to Tenderers

1. The Appendix to instructions to tenderers is intended to assist the procuring entity in providing specific information in relation to corresponding clause in the instructions to Tenderers included in Section II and has to be prepared for each specific procurement.
2. The procuring entity should specify in the appendix information and requirements specific to the circumstances of the procuring entity and the tender evaluation criteria that will apply to the tenders.
3. In preparing the Appendix the following aspects should be taken into consideration;
 - (a) The information that specifies and complements provisions of Section II to be incorporated.
 - (b) Amendments and/or supplements if any, to provisions of Section II as necessitated by the circumstances of the Specific procurement to be also incorporated.

4. Section II should remain unchanged and can be amended through the Appendix to instructions to tenders.
5. Any clause to be included in the appendix to instructions to tenderers must be consistent with the applicable public procurement law and Regulations.

Appendix to instructions to Tenderers

The following information for the LOAN PROTECTION INSURANCE Cover for Back office and Front office Loans, Deposits cover and Funeral Expense covers shall complement, supplement, or amend, the provisions on the instructions to tenderers. Wherever there is a conflict between the provisions of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers.

Instruction to tender reference	<i>Particulars of Appendix to instructions to tenderers</i>
2.1	PAYMENT TO BE MADE AFTER THE COMPLETION OF THE WORK
2.15.2(b)	OPENING DATE OF TENDER- THURSDAY 5TH OCTOBER 2023 AT 12.00 NOON
2.16.1	<i>As 2.15.2 (b) above</i>
2.18.1	<i>As 2.15.2 (b) above</i>
2.12.2	BIDDERS ARE REQUIRED TO PROVIDE AS A MUST A SECURITY BOND OF 2% OF THE TENDERED PREMIUM SUM AND ENCLOSED IN A SEPARATE ENVELOPE AND MARKED BID BOND AND THE NAME OF THE BIDDER

SECTION III GENERAL CONDITIONS OF CONTRACT

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SECTION III GENERAL CONDITIONS OF CONTRACT

3.1. Definitions

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

- (a) "The Contract" means the agreement entered into between the Procuring entity and the tenderer, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) "The Contract Price" means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations
- (c) "The Services" means services to be provided by the tenderer including any documents, which the tenderer is required to provide to the Procuring entity under the Contract.
- (d) "The Procuring entity" means the organization procuring the services under this Contract
- (e) "The Contractor" means the organization or firm providing the services under this Contract.
- (f) "GCC" means the General Conditions of Contract contained in this section.
- (g) "SCC" means the Special Conditions of Contract
- (h) "Day" means calendar day

3.2. Application

3.2.1 These General Conditions shall apply to the extent that they are not superseded by provisions of other part of the contract

3.3. Standards

3.3.1 The services provided under this Contract shall conform to the standards mentioned in the schedule of requirements.

3.4. Use of Contract Documents and Information

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

3.4.2 The Contractor shall not, without the Procuring entity's prior written consent, make use of any document or information enumerated in paragraph 2.4.1 above.

3.4.3 Any document, other than the Contract itself, enumerated in paragraph 2.4.1 shall remain the property of the Procuring entity and shall be returned (all copies) to the Procuring entity on completion of the contract's or performance under the Contract if so required by the Procuring entity.

3.5. Patent Rights

3.5.1 The Contractor shall indemnify the Procuring entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the services under the contract or any part thereof.

3.6 Performance Security

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

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

3.6.3 The performance security shall be denominated in the currency of the Contract, (KSHS.) ONLY and shall be in the form of:

- a) Cash.
- b) A bank guarantee.
- c) Such insurance guarantee approved by the Authority.

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

3.7. Delivery of services and Documents

3.7.1 Delivery of the services shall be made by the Contractor in accordance with the terms specified by the procuring entity in the schedule of requirements and the special conditions of contract

3.8. Payment

3.8.1. The method and conditions of payment to be made to the contractor under this Contract shall be specified in SCC

3.8.2. Payment shall be made promptly by the Procuring entity, but in no case later than sixty (60) days after submission of an invoice or claim by the contractor

3.9. Prices

- 3.9.1 Prices charges by the contractor for Services performed under the Contract shall not, with the exception of any price adjustments authorized in SCC vary from the prices quoted by the tenderer in its tender or in the procuring entity's request for tender validity extension the case may be. No variation in or modification to the terms of the contract shall be made except by written amendments signed by the parties.
- 3.9.2 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)
- 3.9.3 Where contract price variation is allowed the variation shall not exceed 25% of the original contract price
- 3.9.4 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

3.10. Assignment

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

3.11. Termination for Default

- 3.11.1 The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Contractor terminate this Contract in whole or in part:
 - (a) if the Contractor fails to provide any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity.
 - (b) If the Contractor fails to perform any other obligation(s) under the Contract
 - (c) If the Contract in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the contract
- 3.11.2 In the event the Procuring entity terminates the contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those un-delivered, and the Contractor shall be liable to the Procuring entity for any excess costs for such similar services. However, the contractor shall continue performance of the contract to extent not terminated.

3.12. Termination for Insolvency

- 3.12.1 The Procuring entity may at any time terminate the contract by giving written notice to the Contractor if the contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the contractor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the procuring entity.

3.13. Termination for Convenience

- 3.13.1 The Procuring entity by written notice sent to the contractor may terminate the contract in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the procuring entities convenience, the extent to which performance of the contractor of the contract is terminated and the date on which such termination becomes effective.
- 3.13.2 For the remaining part of the contract after termination the procuring entity may elect to cancel the services and pay to the contractor an agreed amount for partially completed services.

3.14 Resolution of Disputes

- 3.14.1 The procuring entity and the contractor shall make every effort to resolve amicably by direct informal negotiations and disagreement or disputes arising between them under or in connection with the contract
- 3.14.2 If after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

3.15. Governing Language

- 3.15.1. The contract shall be written in the English language. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in the same language.

3.16. Applicable Law

- 3.16.1 The contract shall be interpreted in accordance with the laws of Kenya unless otherwise expressly specified in the SCC.

3.17 Force Majeure

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

3.18 Notices

- 3.1.1 Any notices given by one party to the other pursuant to this contract shall be sent to the other party by post or by Fax or Email and confirmed in writing to the other party's address specified in the SCC.
- 3.1.2 A notice shall be effective when delivered or on the notices effective date, whichever is later.

SECTION IV - SPECIAL CONDITIONS OF CONTRACT

Notes on Special Conditions of Contract

1. The clauses in this section are intended to assist the procuring entity in providing contract-specific information in relation to corresponding clauses in the General Conditions of Contract
2. The Provisions of Section IV complement the General Conditions of Contract included in Section III, specifying contractual requirements linked to the special circumstances of the procuring entity and the insurance cover required. In preparing Section IV, the following aspects should be taken into consideration.
 - (a) Information that complement provisions of Section III must be incorporated; and
 - (b) Amendments and/or supplements to provisions of Section III, as necessitated by the circumstances of the specific insurance cover required must also be incorporated.
3. Where there is a conflict between the provisions of the special conditions of contract and the provisions of the general conditions of contract, the provisions of the special conditions of contract shall prevail over the provisions of the general conditions of contract.
4. Any clause to be included in this section must be consistent with the applicable public procurement law and regulations.

TERMS OF REFERENCE (TOR) FOR ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

(a) Background

Ukulima SACCO is a membership Deposit Taking Co-operative Society that was established and registered on 1972. The Sacco has its headquarters situated in Nairobi and FOSA Branch Network in Kisumu, Mombasa, Eldoret, Embu, Nakuru, Kisii and Kakamega. The Sacco membership is open to salaried employees, Business communities, Corporate bodies, and Kenyan living in Diaspora. Over the years, the Sacco has undertaken continuous transformation process geared to enhance growth, efficiency and customer experience. The society is ISO 9001: 2015 Certified, a clear indication of its commitment to provide quality service to its valued members.

The Sacco has over 55,000 members with an Asset base of over 14 billion as at February 2023.

Vision

To be a world-class preferred financial partner

Mission

Transforming lives through resource mobilization and provision of innovative financial solutions

Core Values

1. Customer focus
2. Integrity
3. Innovation
4. Equity

Products and Services

The Sacco has various products and services including saving products, BOSA and FOSA loans, Banking services, Micro-credit products, Mortgage loan products.

Ukulima SACCO would like to implement digitization of its documentation and processes of records management.

(b) Objectives of the assignment

The SACCO is seeking an Electronic Document Management System (EDMS) that will be used to support all the Sacco's Banking operations, including but not limited to: integration with existing systems, set up of all hardware and software components and interface with server platform such as operating systems and databases.

(c) Scope of the Services

Supply and Implementation of EDMS software solution at Ukulima SACCO including operating system, database management system, application software, scanners, middleware (as required), that includes:

1. Acquiring, Organizing / Structuring, Storing, Maintaining and Disposition for documents and records.
2. Automation of records management related processes of the above mentioned EDMS system.
3. Undertake business analysis, design specification, coding and testing or required system interfaces and software components required to address Ukulima Sacco's specific requirements related to document management
4. Analysis and Reporting
5. Provision of extensive Application Programming Interfaces (APIs) / Web Services to enable other systems to integrate / interoperate with the EDMS, including data integration.
6. Provision of one production scanner and 8 desktop scanners for Sacco's branches
7. Conducting Change Management
8. Installation, Configuration, Deployment and Go-Live with 15 user Licenses (Concurrent licenses)
9. Training and Knowledge Transfer (3 User - Full training for Administrators, 8 User - Train-The-Trainers for end users and 30 Users to be trained during system roll out)
10. Post Implementation On-going Maintenance and onsite Support.
11. System should go live with complete scope of work and user acceptance testing (UAT) within six

months of the project start date. To review the replication site and disaster recovery plan, Setting up Deployment, Production, Testing, and Disaster Recovery Environment

12. The EDMS must include the necessary hardware and software applications for day-forward digitization of paper records (i.e. scanning solutions) in order to capture paper records and register them into the EDMS.

NB: The EDMS is not merely an adjunct or a minor component of some other larger business systems, but it is an essential in its own right. The proposed EDMS should be a fully-fledged system. It should be capable of being integrated with other business systems, primarily the Core Banking System and the SACCO's ERP, in order to manage the records produced by those business systems. The main components to be included in the systems are Document Management system (DMS), Records management system (RMS) and Business Process Management System.

1.0 TECHNICAL PROPOSAL

Refer to the Technical Requirements (Appendix 1).

2.0 PRE-QUALIFICATION INFORMATION

Attached to this document is a questionnaire (No. 4) to be completed by prospective bidders. The bidders must ensure that they provide documentation to support the information provided in the questionnaire. Besides the questionnaire, bidders will be required to provide information to satisfy the requirements set out from 2.1, 2.2, 2.3 and 2.4 below. It is important to note that we will not consider incomplete tender documents. All the documents that form part of the proposal must be completed in English.

It is understood and agreed that the tender documents for prospective bidders are to be used by the Company in determining, according to its sole judgment and discretion, the qualifications of prospective bidders to implement and maintain an Electronic Document Management system.

Bidders will not be considered qualified unless in the judgment of the Company they are authorized, have the capability, experience, qualified personnel and working capital sufficient to satisfactorily execute the project.

2.1. Experience

Bidders must have at least five (5) years' experience in the implementation of similar projects. They must demonstrate competence, willingness and capacity to provide the services within reasonable timelines.

Past performance will be given due consideration in the evaluation. Bidders must provide proof of having successfully completed projects of similar or larger scale and size over the last two (2) years, preferably in the Sacco sector. The proof should be in the form of documented and verifiable references, extract of contracts and purchase orders/service orders.

The company may require bidders to organize site visits where they have successfully implemented similar solutions.

2.2. Personnel

The bidders must provide the names, qualifications and experience and detailed CVs of the key personnel to execute the actual implementation. Bidders must provide a written undertaking that staff proposed for the work will be present for the whole duration of the project implementation.

2.3. Joint Ventures

Where the bidders propose to undertake the project jointly with other parties, they must provide evidence of successfully implemented projects whether jointly or individually.

The roles of the various parties during and after implementation must be clearly stipulated. All parties must complete the Business Questionnaire and attach the required documentation as per the questionnaire.

2.4. Authorizations

Where bidders are proposing a third-party solution, they must provide evidence of authorization, certifications and partnership arrangements from the software developer.

2.5. Project Plan

Bidders must provide a detailed project plan for the entire project indicating key personnel for each implementation and details of delivery, installation and completion period.

2.6. Financial Condition

Bidders must provide evidence of financial ability to execute the project. The vendor's financial condition will be evaluated using the audited financial statements for the last two years.

3.0 FINANCIAL PROPOSAL

Bidders must provide a financial proposal separate from the technical proposal. The proposal should clearly indicate the detailed costings of the individual components tendered

and a summary of all components clearly indicating the tax components of the cost. The bidders should also propose terms of payment. In particular, the proposal should clearly show:

- i. Initial license costs
- ii. Implementation costs
- iii. Annual license costs
- iv. Annual SLA costs

Bidders may separately guide on other cost associated with project. These costs will just be for information and will not be evaluated.

4.0. BUSINESS QUESTIONNAIRE

A. COMPANY INFORMATION

Company Name: _____

As per certificate of incorporation

Trading Name: _____

If different from company name

Date of incorporation: _____

Nature of Business: _____

Physical Location: _____ House: Street/Road: _____

Postal Address: _____ Post Code: _____

City/Town: _____

KRA PIN: _____ Tax Compliance Status: _____

No. of Staff: _____ Permanent: _____ Casual/Temporary: _____

Key Partnerships/Certifications

- (i) _____
(iv) _____
(ii) _____
(v) _____
(iii) _____ (iv) _____

(Attach all relevant business licenses, certifications and compliance documentation)

B. DIRECTORS AND SHAREHOLDING

Attach current CR12 (Not older than 6 months)

C. KEY PERSONELL

1. Name: _____

Academic Qualifications: _____

Professional Qualifications: _____

Role in the Company _____

No. of years of experience: _____

No. of years with company: _____

(Attach current CV and copies of Certifications)

2. Name: _____

Academic Qualifications: _____

Professional Qualifications: _____

Role in the Company _____

No. of years of experience: _____

No. of years with company: _____

(Attach current CV and copies of Certifications)

3. Name: _____

Academic Qualifications: _____

Professional Qualifications: _____

Role in the Company _____

No. of years of experience: _____

No. of years with company: _____

(Attach current CV and copies of Certifications)

4. Name: _____

Academic Qualifications: _____

Professional Qualifications: _____

Role in the Company _____

No. of years of experience: _____

No. of years with company: _____

(Attach current CV and copies of Certifications)

5. Name: _____

Academic Qualifications: _____

Professional Qualifications: _____

Role in the Company _____

No. of years of experience: _____

No. of years with company: _____

(Attach current CV and copies of Certifications)

6. Name: _____

Academic Qualifications: _____

Professional Qualifications: _____

Role in the Company _____

No. of years of experience: _____

No. of years with company: _____

(Attach current CV and copies of Certifications)

D. PAST/PRESENT CLIENTS

1. Name of Client: _____

Sector: _____

Address: _____ Telephone: _____

Name of Contact: _____ Position: _____

Email address of contact: _____ Value of Contract _____

Completed/Ongoing? _____ Duration of engagement _____

Key Successes:

2. Name of Client: _____

Sector: _____

Address: _____ Telephone: _____

Name of Contact: _____ Position: _____

Email address of contact: _____ Value of Contract _____

Completed/Ongoing? _____ Duration of engagement _____

Key Successes:

3. Name of Client: _____

Sector: _____

Address: _____ Telephone: _____

Name of Contact: _____ Position: _____

Email address of contact: _____ Value of Contract _____

Completed/Ongoing? _____ Duration of engagement _____

Key Successes:

4. Name of Client: _____

Sector: _____

Address: _____ Telephone: _____

Name of Contact: _____ Position: _____

Email address of contact: _____ Value of Contract _____

Completed/Ongoing? _____ Duration of engagement _____

Key Successes:

(Attach proof of engagement with client, testimonials/references)

5.0. SWORN STATEMENT (MANDATORY)

Having studied the information in the document for the above project we/I hereby state:

- a. The information furnished in our application is accurate to the best of our knowledge.
- b. That I/We understand that I/We shall be disqualified should the information submitted here for purpose of seeking qualification be materially inaccurate or materially incomplete.
- c. We enclose all the required documents and information required for the RFP evaluations.

Company Name

Represented by.....

Date

Signature.....

(Full name and designation of the person signing and stamp or seal)

6.0. APPENDIX 1: TECHNICAL SPECIFICATIONS AND EVALUATION

Ukulima Sacco intends to implement and Maintain a document management system to support its business process management. Below are the requirements for and EDMS system that will include scanning and indexing of documents.

The following will constitute how the tenders will be evaluated.

All documents under the mandatory section MUST be submitted and must be current

The table below contains Mandatory requirements that must be met before proceeding to the Technical Evaluation.

Table 1: Mandatory Requirements

No.	Requirement	Mandatory	Provided Yes / No
1	The tender has been submitted in the required format as per the invitation to tender and tender instructions	Required	
2	Any tender security submitted is in the required form, amount and validity period	Required	
3	The copy of Ukulima Sacco receipt for payment of the tender document must be attached.	Required	
4	The required Original and One copy of the tender documents have been submitted	Required	
5	Submit a duly completed Form of Tender	Required	
6	The tender is valid for the 120 days as required; and	Required	
7	Presentation of the entire tender document in a logical manner indicating table of content and all the pages MUST be serialized in chronological order (numbered back to back using Arabic numerals i.e. 1,2,3,4 ... n, n being the last page of the tender document).	Required	
8	Bidders MUST submit a duly completed confidential Business Questionnaire provided in the tender document.	Required	
9	Bidder MUST submit a duly filled, signed and stamped Self-Declaration form confirming that the person/tenderer will not engage in any corrupt or fraudulent practice	Required	
10	Bidder MUST submit a duly filled, signed and stamped Self-Declaration Form that the Tenderer is Not Debarred from doing business in Kenya or any other jurisdiction.	Required	
11	Bidder MUST provide duly filled, signed and stamped Declaration and Commitment to the code of ethics.	Required	
12	Bidder MUST provide duly filled, signed and stamped Certificate of Independent Tender Determination	Required	
13	Provide documentary evidence of the company's Certificate of Incorporation / Registration	Required	

14	Provide copy of the company's valid Tax Compliance certificate issued by Kenya Revenue Authority (KRA) valid as at the Tender Closing Date.	Required	
15	Attach a copy of updated CR12 showing current directorship. (For incorporated firms only).	Required	
16	Bidders are expected as a must to provide a tender security of 2% of the tendered sum in form of a Guarantee from a reputable Bank or an Insurance company approved by PPRA payable to Ukulima Sacco Ltd valid for 120 days from the Tender Closing Date.	Required	
17	Provide a valid and duly filled, signed and stamped Original Manufacturer's Authorization Form (MAF)	Required	
18	Provide valid accreditation from ICT Authority of Kenya on Electronic document management system	Required	

The table below (Table 2) contains the Technical Evaluation of the Bidders firm. Bidders Must score at least 25 Points to proceed to Functional Evaluation.

Table 2: Technical Requirements Evaluation

No.	TECHNICAL EVALUATION -THE FIRM/ BIDDER	SCORE
1	A detailed profile of their company. The company profile should include the company's core business	2 Points
2	Provide at least 6 references of which 3 should be Saccos where they have implemented a distributed EDMS system and any other 3 from any other financial institution. Bidder to demonstrate experience for Electronic document management System-Supply, installation and configuration. Must have experience in EDMS integration with Dynamics NAV ERP Bidder to demonstrate past experience and performance of undertaking similar EDMS solutions within the past 5 years in East	6 points 1 point per reference (Client)

	<p>Africa by way of LPO, LSO and contracts and awards and contacts of the clients.</p> <p>NB Documents submitted shall clearly indicate name of client, project, commencement and completion dates of the contracts, and names of contact persons (This will be verified) Attach copies of reference</p>	
3	<p>Staff Qualification</p> <p>The qualifications and experience of key personnel proposed for administration and execution of the Contract, both on and off site. Bidders shall submit, certified true copies, CV's of key personnel to be involved in the works</p> <p>i) Project Manager Experience in managing Document Management system-based Projects preferably in a financial institution, Good Communication & Presentation skill. Experience in using Project Management tools such as Ms Project. Min Experience of 5 years in Project Management</p> <p>ii) Document Management specialist Application architecture, Security architecture, Application Design and Hands on Development.</p> <p>iii) Integration specialist Experience in Integration, Tester Specialist Design and Develop data models, integration, services, APIs Perform unit testing of the modules/system</p> <p>iv) Business process analyst Process and need analysis, designing of specifications / workflows as per the user's requirements</p> <p>v) Quality Assurance specialist Prepare System Test Plan (Integration, Security, Performance) Perform end-to-end testing (system integration, security testing, performance testing)</p>	<p>10 Points</p> <p>2 Marks per reference (Client)</p>
4	<p>Technical Design</p> <p>Show the High-Level diagram of the proposed topology to be implemented</p>	5 points
5	<p>Project Plan and methodology</p>	5 points

	Provide a detailed project implementation schedule (Gantt chart) which includes below: <ul style="list-style-type: none"> • Project Management Timelines • Each Personnel Schedule of activities • Sequencing of all activities in Scope of works 	
	The vendor must provide for training of at least 3 administrators*. Attach curriculum, training plan and the itinerary for the 3 to be conducted off site for a minimum of 40 hours covering the solution end to end. (* 2 ICT Staff and Head Registry)	2 Points
TOTAL MAXIMUM SCORE		30 Points

The specifications listed below should be inherent to the system/ out of the box features that do not require extra developments and or extra coding.

Important Noted for bidders

- i. The bidder **MUST** provide substantive responses for all clause-by-clause requirements in the bidder response columns in the tables provided. Copy and pasting the requirement (s) as your response and use of words such as *COMPLIANT*, *YES*, *OK*, *TICK*, etc. will be considered responsive.
- ii. The responses **MUST** be neatly ordered and arranged as per the tables below corresponding to the line items listed in the rows. Responses that are not numbered and or are bundled in long paragraphs will be considered non-responsive

FUNCTIONAL REQUIREMENTS

The required features of EDMS are as tabulated below:

Table 3: Functional Requirements

Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
1.0 Systems Architecture and Scalability				

1.1	The system should be platform independent and should support common operating systems environments such as Linux, Solaris and Windows for application server			
1.2	The system should adopt a J2EE based approach for the purpose of portability.			
1.3	The system should support Multi-tier architecture with each tier being independent secure and fully encrypted.			
1.4	The system should be based on scalable architecture for the purpose of supporting clustering at the Web server, Application server and database Faulter layers.			
1.5	The system should support multiple databases such as SQL and Oracle databases.			
1.6	The system should support fully integration with existing systems in Ukulima SACCO through JSON based API, more so the Core Banking System.			
1.7	The System should support integration with Email			

	Servers and cloud backup file servers.			
1.8	The system should integrate to industry standard Short Message Service (SMS) module platform			
1.9	The system should integrate with third party signature devices			
1.10	The system should integrate with third party report writers such as Crystal reports.			
1.11	The system should be compliant to Content Management Interoperability Services (CMIS), Web Distributed Authoring and Versioning (WebDAV) and Open Document Management API (ODMA) Standards.			
1.12	The System should support message-based collaboration based on protocols such as FTP and SMTP.			
1.13	The system should be able optimize the management of the documents by separating the storage of the index and actual images. Only indexes should be stored in the			

	database while the actual images are stored in a separated server.			
1.14	The system should support distributed Document Repositories for document upload and access			
1.15	The system should have image processing and enhancement features such as cropping, compression among others.			
1.16	The system should be able to handle high volumes of data and support the search of documents using predetermined search criteria within a fraction of a minute.			
1.17	The system should be flexible to allow the customer's technical staff to customize the user interface.			
1.18	The system should integrate with a wide range of enterprise applications to run repeatable processes, such as updating metadata based on information stored in an external database.			
TOTAL POINTS				

Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
2.0 System's Administration Module				
2.1	The system Should support a web-based administration module.			
2.2	The system's Admin module should support granting access at Users/Groups/Role levels and should enforce the Sacco's password and other security policies.			
2.3	The system's Admin module should provide an easy to use user interface.			
2.4	The system's Admin module should provide interface for purging old audit trail and do selective logging			
2.5	They should support creation and configurations of templates with minimal technical knowledge.			
2.6	The system's Admin module should provide facility for taking complete and incremental backups. Please state recommended backup and			

	other disaster recovery procedures for the DMS as an annexure.			
2.7	System should be able to automatically log off after period of inactivity			
2.8	System should have a provision to set a password policy on system users			
2.9	System should allow for updates and hotfixes to be downloaded by the organization from the support site			
2.10	System should make session updates immediately available to relevant users by storing sessions on a centralized server for multiple user access.			
2.11	The solution licensing model should include unlimited servers and repositories to support active clusters, offsite mirrors, test and development servers, data segregation, and multiple servers for remote access or secure data			

2.12	The system should have error and warning reporting system			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
3.0 Security and control				
3.1	The System should support Ukulima SACCO security policy such as password policy			
3.2	The system should integrate with the existing Ukulima SACCO Domain Control security policy.			
3.3	The system should support user, groups and roles-based access policy.			
3.4	The system should support multilevel users' policy such as write, Delete, view, update and update policies			
3.5	The system should support access permissions on Folders, documents and object level.			

3.6	The system should support role-based access			
3.7	The system should provide for secure access using https and SSL for secure data transfer.			
3.8	<p>The systems should have extensive audit trail capturing details such as</p> <ul style="list-style-type: none"> i) machine's MAC address, IP address etc. The audit-trails should be at document, Folder and for highest levels for each action done by particular use ii) Generate audit trail report on separate actions and between specific dates/times iii) Documents detractions by authorized users 			
3.9	The system should maintain secured audit logs on the access and use of physical records.			
3.10	The system should have ability to securely redact sensitive portions of documents, and access			

	rights determining the level of access to documents for users or user groups			
3.11	The system shall support Disaster recovery by replicating the data at remote locations.			
3.12	The system should provide Lightweight Directory Access Protocol (LDAP) support for integrating with directory services and shall support single sign on.			
3.13	The system should support extensive reporting facilities at document, folder and user level. Please specify all inbuilt reports available in the system and also provide effort estimates for any new Custom reports to be designed			
3.14	The system should have the capability to set automatic reminders and alarms to concerned users.			
3.15	The system should allow locking of documents for editing and importing it back into the system through check-in/Check-out features.			

3.16	The system should have secure signatures available and stored securely. The system should be able to support the use of e-signatures			
3.17	The system should support Dynamic rights allocation on objects after receiving the work item. The rights should be enabled / disabled automatically as the letter is routed in the defined path.			
3.18	The system should provide a capability for only authorized individuals to create, edit, and delete file plan components and their identifiers. Each component identifier shall be linked to its associated component and to its higher-level component identifier(s).			
3.19	The system should have a feature of reorganizing the file plan and automatically propagating the changes resulting from the reorganization to the affected records and record folders.			

3.20	The system should only allow users to view, create, edit, and delete disposition schedule components of record categories.			
3.21	The system should only allow authorized users to add records or make other alterations to record folders that have been cut off.			
3.22	The system should have the ability to force printouts to include security watermarks for tracking origin, e-signatures, digital stamps from units/departments/action officers.			
3.23	The system should allow users to encrypt PDFs before e-mailing			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
4.0 Document Capture Features				

4.1	The system should provide an integrated scanning feature with capability for centralized and decentralized Scanning & Document Capturing			
4.2	The system supports Bulk Import of image and electronic documents.			
4.3	The system shall support Quick scanning and indexing of bulk documents. The stages of scanning, quality check and Indexing shall be preferably mapped as stages in scanning solution.			
4.4	The system shall support Automatic categorization of scanned images as different documents that include administrative documents such as correspondences workflow, membership application forms, loan forms, members instructions among others.			
4.5	The system should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping,			

	punch hole marks etc. during scanning			
4.6	The system should support automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository.			
4.7	The system shall Support automatic indexing from specified zones like Application ID using OCR functionality.			
4.8	The system shall provide Easy to use GUI for setting the scanning properties like indexing parameters, document and folder nomenclature, zones for data extraction.			
4.9	The system should be able to classify documents using barcodes, fields, form identification or any other characteristics.			
4.10	The system shall provide Compression of scanned image files in TIF Format.			

4.11	The system shall Support all the special image enhancement functionality offered by the scanner through the driver interface.			
4.12	The system should be able to schedule document uploading to the repository and start a scanning session automatically.			
4.13	The system shall be able to support a Web based scanning facility for ad-hoc scanning, where document load is not very high.			
4.14	The system should support Bulk Import of images and electronic documents and automatic indexing of documents on the basis of Offline data.			
4.15	The system should support the capture of digital records in different formats: Emails and attachments, documents from WhatsApp chatbots, OCR documents, digital onboarding platforms, Images - .TIF, jpeg, pdf, gif, PDF etc.			
4.16	The system shall support all commonly used file formats such as MSOffice, Acrobat,			

	TIF, JPEG, GIF, BMP and scanned documents.			
4.17	The system should have the capability to capture the document through mobile devices.			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
5.0 Documents Indexing				
5.1	The system should provide the facility to index folders and documents on user-defined indexes.			
5.2	The system should support application of numbers on documents automatically			
5.3	The system should provide the facility to set particular fields as mandatory or unique.			
5.4	The system should allow the use of extracted data from bar codes and document			

	content to automatically name, index, and assign metadata to documents.			
5.5	The system should facilitate manual and automatic indexing using OCR functionality or from other applications.			
5.6	The System should support Automatic frill text indexing for Text search.			
5.7	The system should support the incorporation of links for connecting documents that are related to each other regardless of where they are stored.			
5.8	The system should allow the creation of comments fields and automatically insert date, e-stamps and other relevant information such as the username, designation.			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO

6.0 Document View				
6.1	The system should have an inbuilt document viewer. Should a third viewer party be required, specify the licensing terms and estimated cost.			
6.2	The system should support comprehensive annotation features like highlighting, marking text, underlining, putting sticky notes on documents, and support for text and image stamps, etc.			
6.3	The system shall support automatic stamping of annotations with user name, date, and time of putting annotations.			
6.4	The system should support the facility of Grouping of Annotations (with access rights) to a particular image/document.			
6.5	The system should have the capability of securing annotations for selective users.			

6.6	The system should provide a facility for users to enter the remarks / comments / messages and secure notes on the documents as per the requirements. The secured notes shall only be visible to users that have been provided the right to view the secured notes.			
6.7	The system shall provide the facility to configure the bitmap stamps and e-stamps at corporate level so that it is available to all users. The system should also be able to configure e-stamps from various sections and stamps within the society.			
6.8	The system should have imaging features such as invert, rotate, zoom-in/zoom-out, zoom percentage, and Zoom lens to zoom in on a part of the image among others			
6.9	The system should store annotations as separate files ensuring the original image is not changed.			

6.10	The system shall provide the facility of taking print outs with or without annotations.			
6.11	The system should support Thumbnails on image documents.			
6.12	The system should allow users to display the documents in black and white, colour or greyscale images.			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
7.0 Documents Search and Retrieval				
7.1	The system should support an extensive search facility to retrieve documents or Folders.			
7.2	The system should support the saving of search queries and search results.			
7.3	The system should support combined search on Profile Indexed and Full-Text Search.			

7.4	The system should support the search for documents/Folders using user-defined indexes and document classes.			
7.5	The system should support Full-Text images on image and electronic documents.			
7.6	The system should support advanced search using Boolean and logical operators.			
7.7	The system should support the facility to import from and export search results in excel format.			
7.8	The system should allow users to download documents depending upon the access rights.			
7.9	The system should allow users to access and distribute documents through various options such as print, email, etc.			
7.10	The system should have a feature for Auto CD viewer for remote distribution, using which, the complete set of documents can be exported on the CD with the viewer and metadata and the			

	documents can be searched and viewed in an offline mode without connecting to the server.			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
8.0 Documents Filing				
8.1	The system should replicate the current Ukulima SACCO filing handling method to ensure the digitized files are the same as the physical files look and feel			
8.2	The system should support browsing through the noting on the LHS to facilitate easy identification of any filed document.			
8.3	The system should enable users to append notes automatically stamped with			

	the user's details such as their names, date and time.			
8.4	The system should have a feature that enables users to link the notes to any document and previous notes shall provide a facility for users to link the notes to any document so that corresponding objects can be directly opened from the note view.			
8.5	The system should have a note security feature that ensures appended notes with comments and signatures cannot be modified.			
8.6	The system should allow integration with new documents from third-party applications such as Microsoft suite from the same interface.			
8.7	The system should allow authentication of notes with signatures using light pend from the same interface.			
TOTAL POINTS				

Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
9.0 Image editing features				
9.1	The system should support image processing/editing features.			
9.2	The system should support image processing features such as merging/splitting documents based on bar-code/page count, etc. to assemble documents from scanned batches.			
9.3	The system should provide a Clipping management interface cutting clips from multiple source images and preparing a new document.			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	

			YES	NO
10.0 Business Workflow				
10.1	The system should allow automation of business workflows such as membership application, Loan application, Administration documents workflow, save as pdf (supporting documentation) etc. The workflows should be able to allow for the initiator and the approver by replicating the workflow on the core banking system			
10.2	The system should allow for in house business communication through emails, memos, noting and commenting on the memos with their accompanying attachment.			
10.3	The system should handle incoming mails and automatically route them to action officers accordingly.			
10.4	The system should provide for collaborative working on documents in a secure manner.			

10.5	The system should allow routing of Workflow instances to users' inboxes for their action.			
10.6	The system should have a feature that allows highlighting workflow items as read/unread/high priority.			
10.7	The system should provide for items/file references to other users regardless of whether they are part of the workflows.			
10.8	The system should be flexible in allowing any user to terminate the workflow depending on the workflow definition.			
10.9	The system should allow diversion of workflow delegating/substituting whenever the user who is meant to work is not available.			
10.10	The system should allow different types of reminders such as time- based and escalation after a certain period of time.			
10.11	The system should allow tasks assignments and enforcement of deadlines			

10.12	The system should allow flexibility for users to request for extension of deadlines.			
10.13	The system should provide for monitoring to establish the status of any workflow item.			
10.14	The system should be able to display pending documents and required actions at various stages within a business process, increasing visibility, removing bottlenecks and prompting timely responses from action officers.			
10.15	The system workflow includes databases activities to easily push and pull information from another database, especially the Sacco's ERP without any code. Using the Member number and /or Loan number, the system should pull relevant member's details from ERP including ID no., Payroll number and member's names			
10.16	The system should include workflow tracking to enhance accountability			

10.17	The system should have an inherent robotic process automation module that will enable the Sacco to automate repetitive, routine work between multiple systems. The robotic process automation should be code free, and configurable by any non-technical user			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
11.0 Physical Records Management				
11.1	The system shall support the facility to generate paper profiles for tracking of physical documents, which are not scanned and shall provide detailed reports. The system should support barcoding as a further means of document archival, retrieval and storage.			

11.2	The system should enable registry staff to issue and receive physical files.			
11.3	The system must be able to link contextual information (i.e. a metadata profile) to the physical records.			
11.4	The system should support the assignment of the appropriate retention and disposition rule to the physical record			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
12.0 Documents Tracking				
12.1	The system should track the movement of physical records.			
12.2	The system should support version control and differentiate original records from drafts and copies.			

12.3	The system should support the documentation of retention information and disposition events in the physical record's metadata profile.			
12.4	The subsystem shall provide ease and flexibility in arranging documents in a folder by Sorting and viewing the documents in the folder on number of relevant parameters of the document such as Name, Date, Type, Size, Pages and Useful Information.			
12.5	They shall support the categorization of documents in folders-subfolders just like the windows interface. Please specify any limit on the number of folders and sub- folders.			
12.6	The system shall provide the facility to link cross- related documents like Application form and Field report, Grievance and reply sent.			
12.7	The system shall provide a search facility in the same interface, so that users are			

	able to search the documents to be linked.			
12.8	The system should support versioning of documents with facility to write version comments.			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
13.0 Records Scheduling				
13.1	The system should define multiple phases (e.g. transfer to inactive on-site storage, transfer to off-site storage) within a disposition schedule.			
13.2	The system should have a provision for sorting, viewing, saving, and printing list(s) of record folders and/or records (regardless of media) based on any combination of the following; a) disposition action date			

	b) Disposition action c) Location d) Transfer of accession location e) Vital Records Review and update f) Record Category identifier g) Folder unique identifier			
13.3	The system should have a feature for sorting, viewing, saving, and printing life-cycle information, eligibility dates, and events of user-selected record folders and records.			
13.4	The system should have a feature for sorting, viewing, saving, and printing life-cycle information, eligibility dates, and events of user-selected record folders and records.			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
14.0 Records Cut off				

14.1	The system should have a feature to support cut off instructions for scheduled and unscheduled records folders.			
14.2	The system should have an option for users to either Reject or Accept the Transfer request with facility to write comments against individual request items.			
14.3	The system shall support reminders and acknowledgements on individual requests.			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
15.0 Documents Disposal				
15.1	The system should be able to identify record folders and records, and record metadata, that are eligible for disposal, as a result of			

	reaching that phase in their life cycle.			
15.2	The system should provide options for documents disposal such as Shred, burn etc., as per the rules set for particular type of records.			
15.3	The system should have a prompt the user the user to confirm the deletion before the operation is executed.			
15.4	<p>The system should provide Report on</p> <ul style="list-style-type: none"> i) actions on the selected file plan component ii) the Records in the selected file plan component iii) activities of the selected user. iv) the Request/Return activities pertaining to requested records. v) overdue items corresponding to requested records vi) files borrowed. vii) Documents whose 			

	<p>retention period is getting over in specified time.</p> <p>viii) Disposition schedule</p>			
TOTAL POINTS				
Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
16.0 Analysis and reporting				
16.1	The system should provide extensive standard reports as well as having a provision of customized reports design.			

16.2	The system shall support extensive reporting facilities at document, folder and user level.			
16.3	The system should assign a unique record identifier to each record, both Electronic and non-electronic and should store a record with all its attachments.			
16.4	The system should be able to report on media type, record format and identify the physical location of all records, so that they can be traced easily.			
16.5	The system should analyze sensitive data and user activities			
16.6	Reports and dashboards should be available from any platform			
16.7	The system should allow users to export list of contents to run reports with a csv file			
TOTAL POINTS				

Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
17.0 The OEM/Vendor/Software Manufacturer, The Solution/ EDMS				
17.1	The OEM/Vendor must have a local partner who will implement the solution			
17.2	The OEM/Vendor must have an online community/ support site where training manuals and 'how to 's' can be assessed.			
17.3	The EDMS solution must not charge per process or workflow			
17.4	The Solution provided must have been deployed to at least 5 institutions including Banks, Saccos, MFIs.			
17.5	The OEM/Vendor should have been in the Document management business/industry for over 10 years			
17.6	The solution being provided must not be open source or use open-source code			

Category	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO
18.0 Maintenance and support				
18.1	Describe how you will handle additional needs beyond the SLA agreed upon support			
18.2	Describe available end user support models and what they address (e.g., Help with complex issues)			
18.3	Describe the support you will accord your clients during critical failure of the system/service			

DOCUMENT SCANNER SPECIFICATIONS & LICENSED SCANNING SOFTWARE.

	Feature	Bidders Response	FOR OFFICIAL USE	
			FEATURE AVAILABLE	
			YES	NO

19.0 Hardware Document Scanner Specification					
	Functional Specifications	REQUIREMENT			
19.1	Throughput Speeds* (landscape, letter/A4 size, black and white/grayscale/color)	145 ppm			
19.2	Recommended Daily Volume	up to 100,000 pages per day			
19.3	Acoustical Noise (operator position sound pressure level)	Standby: <40 dB(A) Scanning: <63 dB(A)			
19.4	Power Consumption	Off/Standby/Sleep mode: <0.5 watts; Running: <21 watts; Idle: <14 watts			
19.5	Feeder Capacity	Up to 500 sheets (20 lb. / 80 g/m2) paper; handles small documents such as ID cards, embossed hard cards, business cards, and insurance cards			
19.6	Connectivity	USB 3. 3.1 Certified			
19.7	Dimensions	Height: 34.79 cm (13.7 in.) Width: 48.9 cm (19.2 in.) Depth: 46.73 cm (18.4 in.) - with tray closed			

		Depth: 61.30 cm (24.1 in.) - with tray open			
19.8	Electrical Requirements	100-240 V (international), 50/60 Hz			
19.8	Environmental Factors	EPEAT Silver ENERGY STAR qualified scanners			
19.10	Scanner Features	Automatic Image Orientation, Dual-stream scanning, Intelligent Document Protection, Intelligent Imprinting, iThresholding, Multi Color Dropout, Perfect Page, Punch Hole Removal			
19.11	Supported Operating Systems	WINDOWS 8 (32-bit and 64-bit), WINDOWS 8.1 (32-bit and 64-bit), WINDOWS 10 (32-bit and 64-bit), WINDOWS 11 (64-bit), OpenSUSE 11.3 (i586) 32-bit, OpenSUSE LEAP 15.1 64-bit, SUSE LINUX Enterprise Desktop 12.2 64-bit, SUSE LINUX Enterprise Desktop 15 SP1 for 64-bit, NEOKYLIN-LINUX-Desktop-6.0 i586 32-bit, NEOKYLIN-LINUX-			

		Desktop-6.0-x86_64-B045-20141201 64-bit, NEOKYLIN-Live-Desktop-6.0-x86_64-B060-20160822, NEOKYLIN-NKLD-V7_U2-ZX64-REL-build54			
19.12	Software Support 				

		30 ppm/60 ipm at 200 and 300 dpi (Throughput speeds may vary depending on your choice of driver, application software, operating system and PC.)			
20.3	Scanning Technology	Dual CCD; Grayscale output bit depth is 256 levels (8-bit); color capture bit depth is 48 bits (16 x 3); color output bit depth is 24 bits (8 x 3)			
20.4	Optical resolution	600 dpi			
20.5	Illumination	Dual indirect LED			
20.6	Output resolution	100 / 150 / 200 / 240 / 250 / 300 / 400 / 600 / 1200 dpi			
20.7	Max./Min. Document Size	216 mm x 863 mm (8.5 x 34 in.) / 50 mm x 63.5 mm (2 in. x 2.5 in.) Long document mode: 216 mm x 4,064			
20.8	Paper Thickness and Weight	34–413 g/m ² (9–110 lb.) paper; ID card thickness: up to 1.25 mm (0.05 in.)			
20.9	Feeder	Up to 50 sheets of 80 g/m ² (20 lb.) paper. Handles small documents such as ID cards, embossed hard cards, and insurance cards			
20.10	File Format Outputs	Single and multi-page TIFF, JPEG, RTF,			

		BMP, PDF, searchable PDF			
20.11	Electrical Requirements	100-240 V (International); 50-60 Hz			
TOTAL POINTS					

SCANNING SOFTWARE

SCANNING SOFTWARE					
	Feature		Bidders Response	FOR OFFICIAL USE	
				FEATURE AVAILABLE	
				YES	NO
21.0 Scanning Software Specifications					
21.1	Batch Processing Settings	Scanning condition, file format, and file destination can all be specified before scanning by batch process. (the settings can then be saved as profile, for future selection/editing) Support multiple profiles. Support detailed scanner parameter settings. Support files naming settings. Job separation settings by either barcode or patch code.			
21.2	Scanned image data can be edited	Cut, copy and paste Rotation (90°, 180°, 270°), image flip (vertical, sideways) \$ manual de-skew. Color reversal.			

		<p>Page deletion, blank page deletion.</p> <p>Change page order, page insertion, and page addition.</p> <p>Filters (edge filter, color reversal, vertical image flip, sideways image flip)</p>			
21.3	File/Image Display	<p>Multiple file displays can be displayed side by side, and browsed for comparison.</p> <p>Multi-page display (2,4,8-page display)</p> <p>Docking toolbar</p> <p>Monochrome image grayscale display</p> <p>Zoom (enlargement/reduction, fit window & width, 25%, 50%, & 5%, 100%, 200%, 400%, direct zoom)</p> <p>Change display image order (forward/backward, first image, last image, set page numbers)</p> <p>Both color and binary (monochrome) images can be output simultaneously by one-time scan.</p>			
21.4	File Formats	<p>High-compression PDF files can be created in PDF-A output format.</p> <p>Searchable PDFs in various languages (Eng, Fre, Ger, Ita, Spa) Chinese (Traditional & simplified), Japanese compressed color PDF.</p>			

		Password protected PDF (PDF/A not supported)			
21.5	Links to other operations:	<p>To Microsoft Sharepoint server Portal Server, the software will store image data automatically.</p> <p>To e-mail program (MAPI complaint), The software can send images as attached files</p> <p>Database lookup</p> <p>Support of API for BOF</p> <p>Auto import of common file formats into the software for batch processing.</p> <p>Network version (optional) for massive indexing.</p> <p>Support of DMS/BPMS.</p>			
21.6	User Interaction	<p>Batch scan operation is available with a hot keyboard</p> <p>Batch scan operation is available with the (scan) / (send to) button on the scanner by setting the event.</p>			
21.7	System Requirements	<p>Microsoft® Windows®10 professional(32/64-bit), (service Pack 2 or later)</p> <p>Microsoft® Windows® Server™ 2019 (32/64-bit) or later</p>			
21.8	Features	<p>bundled with the Scanners.</p> <p>Professional Batch Scanning application.</p> <p>Work with both TWAIN & ISIS.</p> <p>Includes OCR to create searchable documents.</p>			

		<p>Simultaneous color % B/W image output.</p> <p>Create PDF %PDF/A files directly.</p> <p>Batch separation based on patch code or Barcodes.</p> <p>Assign Batches to scanner front panel buttons for ease of use.</p> <p>Seamless application linkage to – FTP, Email, share point.</p>			
21.9	Content Management	Provide content management system that organizes unstructured and structured data from any source e.g. external repositories, online loan applications, web content and presents it to users and/or other business processes in an organized and coherent manner			
21.10	Records and Retention Management	The system shall support records management functionalities that will be used to help UHL meet regulatory and legal obligations associated with records and establish retention periods for all information, to reduce risk and cost.			
21.11	Document verification	Image display of scan documents for verification			
21.12		Rescan of improperly scan pages			
21.13		Insert-before and insert-after features			

21.14	Information Management	Automatic document separation and classification			
21.15		Automatic organization of documents into folders			
21.16	Automatic data Capture	Auto folder creation and document filing and indexing.			
TOTAL POINTS					

Table 4 Functional/requirements evaluation

The table below (Table 4) contains the Financial Evaluation to evaluate the functional capability of your proposed solution vis-à-vis Ukulima Sacco's requirements. Bidders Must score at least 25 Points to proceed to Software Demo.

Table 5: Functional/ requirements Evaluation.

No:	FUNCTIONAL REQUIREMENTS EVALUATION	SCORE
1	<p>Compliance to the proposed functional requirements</p> <ol style="list-style-type: none"> 1. System Management and design – System architecture and scalability, system design, system administration, usability, integration, reporting and analysis, security and control etc. 1 point each 2. Core functional requirements – Document capture, control, access and security, disposal, search and retrieval, metadata, document management (viewing, editing, scheduling, tracking), compliance etc. 1 point each 3. Other system functionality- Online security, workflows, business process analysis and system design, EDMS capture data capture software, hardware and other peripherals, user licenses, project implementation and management. 1 point each 	<p>30 points</p> <p>(10 points for each of the general functional requirements)</p>

For bidders to proceed to the next stage i.e., the Demo they must score 25 out of the 30 points allocated in functional requirements above.

SOFTWARE DEMONSTRATION (DEMO)

Successful bidders from the sections above will be called to demonstrate the solution. Product demonstration will be followed by a site visit to the clients indicated in the reference. Bidder may be requested to make a presentation of their proposal for clarification and existence of proposed features to be determined by Ukulima Sacco Society.

Table 5: Software demonstration

No:	DEMO EVALUATION	SCORE
1	Software Demonstration <ol style="list-style-type: none">1. Demonstration of selected features and functionality during product demo. 1 point on each feature2. Demonstration of existence of distributed document capture and business workflow functionalities as required by Ukulima Sacco society. 1 point on each feature	20 points (10 points for each of the demonstration)

NB: ANY BIDDER TO PROCEED TO FINANCIAL EVALUATION ONE MUST GET A TOTAL SUM OF 65 AND ABOVE POINTS IN TECHNICAL EVALUATION, FUNCTIONAL REQUIREMENTS EVALUATION AND SOFTWARE DEMONSTRATION EVALUATION.

FINANCIAL PROPOSAL REQUIREMENTS

The vendor is required to provide their financial proposal in the format given below

Item No:	Description	Quantity	Unity Price	Total Price	VAT	Total Price + VAT
1	Supply, implementation, testing and commissioning of electronic document management system					
2	Comprehensive business analysis for development					
3.	Development of user workflows					
2	EDMS User licenses costs					
4	Annual maintenance costs					
5	Training costs					
6	Other costs not mentioned above required for successful delivery of the Electronic document management system					
GRAND TOTAL						

EVALUATION SUMMARY

EVALAUTION SECTION	TOTAL POINTS IN THE SECTION	OVERALL POINTS
Mandatory requirements	Mandatory	-
Technical Evaluation	30 points	30
Functional specifications and evaluation	30 points	30
Demo of the solution	20 points	20
Financial evaluation	20 points	20
TOTAL POINTS		100

TECHNICAL/FINANCIAL EVALUATION CRITERIA

Technical proposal and financial proposal will carry a weighting of 80% marks and 20% marks respectively.

Below is the formula that will be used to determine the financial score: - (The single currency for the price conversion is KENYA SHILLINGS ONLY)

$$SF = FM/F \times 100$$

Where; -

SF = Financial Score

FM = Lowest Financial Proposal

F = Financial Proposal under consideration.

The lowest bid will be given maximum financial score of 100 (20%).

COMBINED FINANCIAL AND TECHNICAL SCORE

The evaluation results will be ranked on Combined Technical Score and Financial, which is given as follows: -

$$S = St \times T\% + Sf \times P\%$$

Where; -

St= Technical Score

T = Technical Weighting

Sf = Financial Score

P = Financial Weighting

S = Combined Financial and Technical Score

CONFIRMATION OF QUALIFICATIONS

Prior to award of the tender, Ukulima Sacco Society will confirm the qualifications of the tenderer who submitted the lowest evaluated responsive tender, in order to determine whether the tenderer is qualified to be awarded the contract

PROJECT IMPLEMENTATION AND MANAGEMENT PLAN

Category	Feature	Bidders Response
22.0 System Installation, Testing and Warranty Requirements		
22.1	The software shall be installed by the vendor at the premises of Ukulima Sacco under the supervision of the Sacco staff.	
22.2	There shall be three stages of the software testing and acceptance: <ul style="list-style-type: none"> • Factory Acceptance Testing (FAT) • User Test (UT) • End User Acceptance Test (UAT) 	
22.3	The vendor shall deliver a test plan of all tests to be included in the FAT. This plan shall follow IEEE 829-2008 guidelines. The test plan shall contain <ul style="list-style-type: none"> • A list of test scenarios (test cases) • Detail test cases associated to the scenarios 	
22.4	The vendor shall prepare a list of test scenarios which shall contain a short description of the real use cases or workflows to be tested. The list of scenarios shall be approved by the Sacco management	
22.5	The vendor shall prepare test case specifications and provide them to the Sacco for approval. The Sacco shall have the right to request modifications to the test case documentation. The Sacco shall have the right to use amended and expanded test cases for the User Test and End User Acceptance Test (UAT).	
22.6	The vendor shall prepare test case descriptions for <ul style="list-style-type: none"> • Functional tests • Test of practical and actual workflows / use cases 	

22.7	<p>The test cases shall cover all test scenarios. The description shall be formatted as a step-by-step procedure (check-list), where each step is described by following information</p> <ul style="list-style-type: none"> • User function • Detail input test data • Detailed expected results from the function <p>Note! Test cases can also be used as training material</p>	
22.8	<p>If relevant, the vendor shall use the following SOAP-UI software for the testing of web services: http://www.soapui.org/</p>	
22.9	<p>The vendor shall develop testing, training and development environments, separated from the production system.</p>	
22.10	<p>The vendor shall perform FAT on all test cases. The FAT shall be documented and accepted by the Sacco prior to the installation at the Sacco premises.</p>	
22.11	<p>During the development period, the vendor shall establish a test environment which is accessible from the Sacco and others as decided by the Sacco Management</p>	
22.12	<p>When all errors are removed, the vendor shall participate in the UAT. The UAT shall take place no more than one week after UT has been completed. The UAT shall be executed at the premises of the Sacco and in at least one external office.</p>	
22.13	<p>The vendor shall provide a comprehensive warranty for one year. The warranty shall cover all software and customized applications that are delivered as part of the software solution and database for the Document Management and Workflow System.</p> <p>The warranty period shall begin once End User Acceptance Test as well as Training is complete and approved by the Sacco.</p>	
22.14	<p>During the installation, acceptance and warranty period the vendor shall provide corrective services.</p> <p>The vendor shall in the offer present a proposal for error reporting and corrective services</p>	
22.15	<p>The vendor is obliged - if requested by THE SACCO– to enter into a maintenance contract after the warranty period has expired</p>	

23.0 Project implementation requirements		
23.1	<u>Staged Implementation</u> The Vendor shall propose a project plan with the following stages for the implementation of the EDMS system <ol style="list-style-type: none"> 1. Inception 2. Business analysis 3. System Design 4. Development of pilot system 5. Test, installing and operation of pilot system 6. System development of the final system 7. Test of final system 8. Staff training and change management 9. System roll-out 10. Post implementation support 	
23.2	<u>Project Schedule</u> The project plan shall include the overall time schedule for the project with milestones, implementation schedule (Gantt chart) which includes below: <ul style="list-style-type: none"> • Project Management Timelines • Each Personnel Schedule of activities • Sequencing of all activities in Scope of works 	
23.3	<u>Delivery plan</u> The Vendor shall provide a delivery plan that step-by-step specifies the deliveries which shall be approved by the SACCO after the Inception stage. This plan shall include: <ul style="list-style-type: none"> • Detailed specification of the deliverables • Timetable of deliveries 	
23.4	<u>Reporting</u> For each of the initial stages: Inception, business analysis, System Design and Pilot Project, the Vendor shall provide a report with the findings and recommendations for further implementation. The Sacco shall accept the reports individually before the project proceeds to the next stage.	
23.5	<u>Project Organization</u> The Vendor shall provide a description of the project organization with roles and required competences of each position.	

23.6	<u>Personnel</u> The Vendor shall provide CVs for persons nominated for positions for project development and implementation	
23.7	<u>Design stage</u> The deliverables from the design stage of the project shall include documentation of <ul style="list-style-type: none"> • System architecture document with reference to required principles • Data models • Service specifications • User interface design • Use Case descriptions / Test scenarios / Test cases 	
24.0 Project management requirements		
24.1	<u>Communication</u> The Vendor and the Sacco management shall communicate via a single point of contact, even though both the Vendor and contracting authority have a project team	
24.2	<u>Management roles</u> The Vendor shall provide clear role description for the project management covering: <ul style="list-style-type: none"> • Authority for technical decisions including modifications and change orders • Interface between the Sacco and the Vendor's organization • Financial administration and authorization • Quality assurance • Contract management authority over sub-contractors. 	
24.3	<u>Project meetings</u> The Vendor shall prepare and run project meetings during the implementation of the project at the Sacco, at least once every 3 weeks.	
24.4	<u>Task List</u> The Vendor shall be responsible for preparing detailed task lists for next period during the implementation of the project, which shall also include tasks both for the Vendor and the	

	<p>contracting authority. Essential information in the task list shall comprise</p> <ul style="list-style-type: none"> • Task description • Responsible body and person • Time for completion of the task • Status • Comments 	
24.5	<p><u>Project Reports</u></p> <p>The Vendor shall provide monthly reports on the progress of the deliverables, which shall comprise:</p> <ul style="list-style-type: none"> • Status on the project • Detailed plan for the following month • Revised plan for the whole project • List of actions (task list) and responsibilities for special tasks to be provided both by Vendor and the Sacco 	

DELIVERABLES:

- (a) Inception Report giving a detailed understanding of the assignment.
- (b) Project charter.
- (c) A detailed work plan with the resource requirements schedule.
- (d) Functional Requirements Design Document
- (e) Installed and Configured EDMS and DB software on MS windows server operating system
- (f) Customized EDMS Modules as per requirements
- (g) Online web access
- (h) System integrations report.
- (i) User Acceptance Test reports of fully implemented, customized and Tested Modules.
- (j) Milestone sign offs
- (k) List of standard and Customized Reports
- (l) Data migration, data integration and Reports
- (m) Training of administrators, Super Users and end users training reports and attendance sheets.
- (n) Go-Live Report

- (o) Final Project Report
- (p) Warranty of 1 year for Software and database.
- (q) Annual Support Agreement after the warrant period lapses.
- (r) Certificate of Commission Installation, Testing and configuration

Summarized scope analysis

Item	Description	Remarks
EDMS Requirements	Configuration, Customization, and commissioning EDMS and Peripherals (i.e. Scanners)	Mandatory
Training	User Acceptance Testing and Data Migration and integration	Mandatory
	User Training and provision of technical manuals	Mandatory
EDMS Integration	Integration with existing systems	Mandatory
Warranty and Support	Warranty and Post Go-live support	Mandatory
Contracting	Ready to enter into a Service Level Agreement (SLA)	Mandatory
Business Continuity	Provide a contingency plan to ensure smooth service continuity, availability and integrity of transactions	Mandatory
	Provide adequate backup and restoration processes	
	Ensure Subscriptions are updated regularly (if Any)	

SERVICE LEVEL AGREEMENT WITH SUCCESSFUL EDMS SERVICE PROVIDER

Ukulima Sacco will upon the award of the contract execute a service level agreement with successful EDMS Service provider. The service level agreement will cover all the areas in the Tender Document.

SECTION VI - STANDARD FORMS

Notes on the standard Forms

1. **Form of TENDER**-The form of Tender must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representatives of the tenderer.
2. **Price Schedule Form**-The price schedule form must similarly be completed and submitted with the tender.
3. **Contract Form** - The contract form shall not be completed by the tenderer at the time of submitting the tender. The contract form shall be completed after contract award and should incorporate the accepted contract price.
4. **Confidential Business Questionnaire Form** - This form must be completed by the tenderer and submitted with the tender documents.
5. **Tender Security Form** -When required by the tender document the tenderer shall provide the tender security either in the form included hereinafter or in another format acceptable to the procuring entity.
- 7 **Certificate of independent tender determination – To be fully filled**
- 8 **Self-declaration forms self declaration that the person/tenderer is not debarred in the matter of the public procurement and asset disposal act 2015 – To be fully filled**
- 9 **Self declaration that the person/tenderer will not engage in any corrupt or fraudulent practice - To be fully filled**
- 10 **Declaration and commitment to the code of ethics - To be fully filled**
- 11 **Self declaration that the person/tenderer will not engage in any corrupt or fraudulent practice - To be fully filled**

Form of Tender

To:

Name and address of procuring entity

Date

Tender No.

Tender Name

Gentlemen and/or Ladies:-

1. Having examined the Tender documents including Addenda No. (Insert numbers) the receipt of which is hereby duly acknowledged, we the undersigned, offer to provide EDMS Software solution Services under this tender in conformity with the said Tender document for _____ the _____ sum _____ of
.....[Total Tender amount in words and figures]
2. or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.
3. We undertake, if our Tender is accepted, to provide the Insurance Cover Services in accordance with the conditions of the tender.
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 Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract between us subject to the signing of the contract by both parties.
6. We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this _____ day of _____

[Signature]

[In the capacity of]

Duly authorized to sign tender for and on behalf of _____

Contract Form

THIS AGREEMENT made the _____ day of _____ 20____ between
[name of Procurement entity] of [country of Procurement entity] (hereinafter
called "the Procuring entity") of the one part and [name of tenderer]
of [city and country of tenderer] (hereinafter called "the tenderer") of the other
part:

WHEREAS the Procuring entity invited tenders for the GPA cover and has accepted a tender by
the tenderer for the supply of the services in the sum of _____
[contract price in words in figures]
(hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSTH AS FOLLOWS:-

1. In this Agreement words and expressions shall have the same meanings as are
respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of
this Agreement, viz:

- (a) the Tender Form and the Price Schedule submitted by the tenderer;
- (b) the Schedule of Requirements
- (c) the Details of cover
- (d) the General Conditions of Contract
- (e) the Special Conditions of Contract; and
- (f) the Procuring entity's Notification of Award

3. In consideration of the payments to be made by the Procuring entity to the tenderer as
hereinafter mentioned, the tenderer hereby covenants with the Procuring entity to provide the
back office loans and funeral expenses cover and to remedy defects therein in conformity in all
respects with the provisions of the Contract.

4. The Procuring entity hereby covenants to pay the tenderer in consideration of the provision
of the services and the remedying of defects therein, the Contract Price or such other sum as may
become payable under the provisions of the contract at the times and in the manner prescribed
by the contract.

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

Signed, sealed, delivered by _____ the _____ (for the Procuring entity)

Signed, sealed, delivered by _____ the _____ (for the tenderer) in the presence of

TENDER SECURITY FORM

Whereas [*name of Bidder*] (hereinafter called <the tenderer> has submitted its bid dated [*date of submission of bid*] for the provision of insurance services (hereinafter called <the tender?

KNOW ALL PEOPLE by these presents that WE [*name of bank*] of [*name of country*], having our registered office at [*name of procuring entity*] (hereinafter called <the procuring entity> in the sum of [*state the amount*] for which payment will and truly to be made to the said procuring entity, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20 _____

THE CONDITIONS of this obligation are:-

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

We undertake to pay to the procuring entity up to the above amount upon receipt of its first written demand, without the procuring entity having to substantiate its demand, provided that in its demand the procuring entity will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the conditions, specifying the occurred condition(s)

This tender guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the above stated date.

[Authorized Signatories and official stamp of the Bank]

LETTER OF NOTIFICATION OF AWARD

Address of Procuring Entity

To: _____

RE: Tender No. _____

Tender Name _____

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

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

(FULL PARTICULARS)

SIGNED FOR ACCOUNTING OFFICER

CERTIFICATE OF INDEPENDENT TENDER DETERMINATION

I, the undersigned, in submitting the accompanying Letter of Tender to the

_____ *[Name of Procuring Entity]*

for: _____

_____ *[Name and number of tender]* in response to the request for tenders made by: _____ *[Name of Tenderer]* do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of

_____ *[Name of Tenderer]* that:

1. I have read and I understand the contents of this Certificate;
2. I understand that the Tender will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am the authorized representative of the Tenderer with authority to sign this Certificate, and to submit the Tender on behalf of the Tenderer;
4. For the purposes of this Certificate and the Tender, I understand that the word "competitor" shall include any individual or organization, other than the Tenderer, whether or not affiliated with the Tenderer, who:
 - a) Has been requested to submit a Tender in response to this request for tenders;
 - b) could potentially submit a tender in response to this request for tenders, based on their qualifications, abilities or experience;
5. The Tenderer discloses that [check one of the following, as applicable]:
 - a) The Tenderer has arrived at the Tender independently from, and without consultation, communication, agreement or arrangement with, any competitor;
 - b) the Tenderer has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this request for tenders, and the Tenderer discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;

6. In particular, without limiting the generality of paragraphs(5)(a) or (5)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - a) prices;
 - b) methods, factors or formulas used to calculate prices;
 - c) the intention or decision to submit, or not to submit, a tender; or
 - d) the submission of a tender which does not meet the specifications of the request for Tenders; except as specifically disclosed pursuant to paragraph (5) (b) above;
 7. In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the works or services to which this request for tenders relates, except as specifically authorized by the procuring authority or as specifically disclosed pursuant to paragraph (5)(b) above;
 8. The terms of the Tender have not been, and will not be, knowingly disclosed by the Tenderer, directly or indirectly, to any competitor, prior to the date and time of the official tender opening, or of the awarding of the Contract, which ever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (5) (b) above.
- Name__ Title__ Date__*[Name, title and signature of authorized agent of Tenderer and Date]*

SELF-DECLARATION FORMS

FORM SD1

SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT 2015

I, of Post Office Box being a resident
of..... in the Republic of do hereby make a
statement as follows:-

1. THAT I am the Company Secretary/ Chief Executive/ Managing Director /Principal Officer/Director of (*insert name of the Company*) who is a Bidder in respect of **Tender No.** for.....(*insert tender title/description*) for.....(*insert name of the Procuring entity*) and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.
3. THAT what is deponed to herein above is true to the best of my knowledge, information and belief.

.....

... (Title)

.....
(Signature)

(Date)

Bidder Official Stamp

FORM SD2

**SELF DECLARATION THAT THE PERSON/TENDERER WILL NOT
ENGAGE IN ANY CORRUPT OR FRAUDULENT PRACTICE**

I,of P. O. Box.....being a resident of
..... in the Republic of do hereby make a
statement as follows:-

1. THAT I am the Chief Executive/Managing Director/Principal Officer/Director of
.....
..... (*insert name of the Company*) who is a Bidder in respect of Tender No.....
..... for(*insert tender title/description*) for(*insert
name of the Procuring entity*) and duly authorized and competent to make this
statement.
2. THAT the aforesaid Bidder, its servants and/or agents /subcontractors will not engage in
any corrupt or fraudulent practice and has not been requested to pay any inducement
to any member of the Board, Management, Staff and/or employees and/or agents
of..... (*insert name of the Procuring entity*) which is the procuring entity.
3. THAT the aforesaid Bidder, its servants and/or agents /subcontractors have not offered
any inducement to any member of the Board, Management, Staff and/or employees
and/or agents of..... (*name of the procuring entity*)
4. THAT the aforesaid Bidder will not engage /has not engaged in any corrosive practice
with other bidders participating in the subject tender
5. THAT what is deponed to here in above is true to the best of my knowledge information and
belief.

(Title)

(Signature)

(Date)

Bidder's Official Stamp

**DECLARATION AND COMMITMENT TO THE CODE OF
ETHICS**

I, (person) on behalf of (*Name of the
Business/ Company/Firm*)

declare that I have read and fully understood the contents of the
Public Procurement & Asset Disposal Act, 2015, Regulations and
the Code of Ethics for persons participating in Public Procurement
and Asset Disposal and my responsibilities under the Code.

I do hereby commit to abide by the provisions of the Code of
Ethics for persons participating in Public Procurement and Asset
Disposal.

Name of Authorized
signatory.....

Sign.....

Position.....

Office address.....

Telephone.....

E-mail.....

Name of the Firm/Company.....

Date.....

(Company Seal/ Rubber Stamp where applicable)

Witness

Name.....

Sign.....

Date.....