

## EVALUATION FOR THE EXPRESSION OF INTEREST (EOI)

Vendor Reference: (Name).....

**EOI REF : KSSL/EOI/ERPSUG/02/2024 -2025**

### **PROVISION OF ERP SYSTEM UPGRAD (DYNAMICS 365 BUSINESS CENTRAL) SUPPLY, CONFIGURATION, INTEGRATION, TESTING, TRAINING, MIGRATION AND COMMISSIONING, MEMBER PORTAL AND MOBILE BANKING PLATFORM**

KIMISITU is a Savings and Credit Co-operative Society registered under the Co-operative Societies Act (Cap 490) Laws of Kenya. The Sacco was established in 1985 by staff of ICRAF and IDRC. Later membership was opened to staff of Non-Governmental Organizations (NGOs), International Organizations, International Development Agencies, Embassies, High Commissions and Missions. Today the common bond has been opened for reputable organizations in Kenya with 3 employees and above and to members' spouses. As at May 2021, Kimisitu Sacco has a membership of 13,000 drawn from over 363 organizations in Kenya and an Asset base of over 8.6 billion.

#### **Bid Preparation and Submission**

The application and submission will be conducted electronically on SRM eProcurement Portal i.e. [www.srmhub.com](http://www.srmhub.com) . Please follow the following steps to complete your application;

1. Join SRM for free via URL [www.srmhub.com](http://www.srmhub.com)
2. Create a user account or log in with existing credentials
3. Under APPLY TENDER tab, express interest to review details of the tender
4. Click EXPRESS INTEREST to begin application:
  - i. Select your Category
  - ii. Respond to QUESTIONNAIRE
  - iii. UPLOAD requisite documents

- iv. Pay the tender fees payment
- v. SUBMIT response

Access to submit the application shall be automatically granted upon payment of a non-refundable tender fee of KES 2,000/- per Tender category. The fee is payable using M-PESA Paybill No. 4069539 ACCOUNT NUMBER: 2022TPL

Deadline 30 May 2024 at 2.30PM

## **1.0 Overview of the Expression of Interest**

Kimisitu Sacco Society Ltd wishes to invite Expression of Interest from bidders for the Provision of ERP System Upgrade, Supply, Configuration, Integration, Testing, Training, Migration and Commissioning. The Sacco plans to implement a platform that will empower business users to create quick visualized reports and Dashboards. With the help of new generation tools, Kimisitu Sacco Society Ltd wishes to generate interactive reports and visualizations in an agile manner.

## **2.0 Background**

Kimisitu Sacco Society Selected Ms Dynamics Nav ERP 2016 as the solution to implement and has since been in use for approximately 5 Years. The modules identified for implementation included General Ledger, accounts Receivable, Accounts Payable, Procurement, Human Resource Leave Management, Payroll and BOSA.

The Sacco has however not realized the full benefit of the ERP since some of the processes were still being done manually.

## **3. Purpose**

The purpose of this document is to solicit proposals for the supply and implementation of Dynamics 365 Business Central for Kimisitu Co-operative Savings and Credit Society Limited.

## **4.0 Objective**

The objective is to select suitable contractor(s) and establish a contract with successful bidder(s) for upgrading the current version to Dynamics 365 Business Central. The proposed Sacco Management Information System should be scalable enough to accommodate the current and envisioned future growth of the SACCO. For this reason, prospective vendors are requested to propose the best and most cost-effective solution to meet Kimisitu Sacco requirements, while ensuring a high level of service

## 5.0 Scope of Work

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

- 1) Supply, Installation / Implementation, Customization, Training, Testing, data migration and Commissioning of Dynamics 365 Business Central (ERP) for all Modules and functionalities required.
- 2) Supply, Installation and commissioning of genuine licensed ERP Database System and related software utilities and add-ons
- 3) Supply of Dynamics 365 Business Central user Licenses for Database system and ERP Systems
- 4) Project Implementation Services
  - i. Requirement Analysis
  - ii. Implementation and customization of various modules and reports
  - iii. User Acceptance Testing (UAT)
  - iv. Integrations to currently running support systems e.g. CRM, Call Centre, BI, Mobile Banking, ATM, EDR etc.
  - v. Data Migration from current data formats
  - vi. Training – For Administrators, Senior Users and all other end Users
  - vii. Test & Live Implementation
  - viii. Launch and Go Live and onsite hand holding support.
- 5) System Documentation and User Manual Documents
- 6) Provision of ERP Security, Backup and Replication server setup for availability
- 7) Post Implementation Services
  - i. Annual Technical Support (ATS) for Application Software and Users (First 1 year must be provided as part of the proposal)
  - ii. Additional Customization, add-ons setup and upgrade rollout
  - iii. Supply of additional Licenses for Packaged Solution Modules
  - iv. Warranty for the ERP System and Database system supplied.

## 6.0 Summarized ERP Requirements

Kimisitu Sacco has the following main departments which are also the key functional areas to be automated.

1. Registry

2. Credit
3. Finance
4. FOSA
5. Procurement
6. Marketing & Customer Care and Call Centre
7. Internal Audit
8. Human Resources
9. Information Technology
10. Executive Office(CEO)

The system should support 60 concurrent users with ability for future upgrade.

### **7.0 Party Integration Requirement**

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

### **8.0 Communication**

1. Members' online portal for access statements on Deposits, Loans, repayments etc.
2. SMS Service
3. Integration of the system with email
4. Import/Export Abilities with office applications such excel, word, pdf, text etc.

### **9.0 Deliverables**

1. A detailed work plan with the resource requirements schedule.

2. Detailed Software requirement specifications
3. Installed and configured SACCO Management Information System
4. Training of administrators and end users
5. User and Technical Manuals
6. Weekly status reports
7. Final project report
8. Warranty of 1year i.e., User and System support
9. Proposed Hardware and Operating system requirements and specifications.
10. Utility Requirements (other components required for the system to function properly)

## **10.0 Technology**

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

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

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

## **11.0 Software Requirements**

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

The following components should be identified:

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

## **12.0 Deployment Plan**

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

Evaluation Criteria:

All bidders must meet 90% of the evaluation criteria to move to the Request for Proposal Stage alongside the following:

1. Proof of valid Manufacture's authorization
- 2.

	<b>Interested and eligible firms MUST provide the following information.</b>	<b>Observations and documented evidence</b>	<b>Maximum Scores</b>	<b>Marks awarded</b>
1	Audited financial statements for the last three (3) years 2020/2021/2022,	Total Assets  2020  2020  2022	10	
2	Provide detailed methodology and proposed work plan for the implementation of the software.	1. Level Zero training. 2. Requirements Gathering / Gap analysis. Compare the UR with the Requirements indicated. 3. Project charter / Functional requirement documents 4. Team composition 5. Other processes	20	
3	Manufacturer Authorization letter	Microsoft	Pass or fail	
4	Attach all the certified copies of statutory documents PIN, VAT and Tax Compliance Certificates, Certificate registration,	1. Certificated of incorporation 2. PIN Certificate 3. Tax Compliance Cert 4. VAT registration	Pass or Fail	

5	Provide CR12 -details of firm ownership/directorship with respective shareholding and details of citizenship,	CR12 – indicate the names of the Directors.	5	
6	Provide the details and physical location of the firm	Lease Agreement , tenancy, utility bills or rent invoices	5	
7	Provide copies of purchase orders for completed projects for the last three (3) years, details of related sample projects completed in the last three (3) years and contact persons.		15	
8	Recommendation letters for similar work – 3 similar projects		15	
9	FIRM: Proof of a Minimum of 7 years working on ICT/Business Integration and in the banking and financial services industry for not less than 10 years.		10	
10	LEAD CONSULTANT : Must have Minimum of master’s degree in computer science/Information Technology or equivalent from a recognized reputable institution of Higher learning. Plus 10 Years experience. An excellent report writer and good communicator, team leader and strategic thinker		10	
	2 CONSULTANTS : Must have Minimum of undergraduate degree in computer science/Information Technology or equivalent from a recognized reputable institution of Higher learning. Plus 6 Years experience.		10	
11	Relevant certifications relating to system implementation, System security, Governance /Risk managing/systems Management.		Pass or fail	

General Observation from the vendor



	Total		100	
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