JAMII SAVINGS AND CREDIT COOPERATIVE SOCIETY

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AN INTEGRATED MANAGEMENT INFORMATION SYSTEM (MIS)

DATE: 5/12/2018_____

TENDER NUMBER: ____ JSCS/1/DECEMBER/2018_____

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LIST OF ABBREVIATIONS

ABC - ALTERNATIVE BANKING CHANNELS

AML - ANTI-MONEY LAUNDERING

APP - MOBILE PHONE APPLICATION

ATM - AUTOMATED TELLER MACHINE

BI - BUSINESS INTELLIGIENCE

BoD - BOARD OF DIRECTORS

BOSA - BACK OFFICE SAVINGS ACTIVITY

CBS - CORE BANKING SYSTEM

CEO - CHIEF EXECUTIVE OFFICER

CRM - CUSTOMER RELATIONSHIP MANAGEMENT

EDMS -ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

ERP - ENTERPRISE RESOURCE PLANNING SYSTEM

FOSA - FRONT OFFICE SAVINGS ACTIVITY

GL - GENERAL LEDGER

HOD - HEAD OF DEPARTMENT

KSH - KENYA SHILLINGS

KUSCCO- KENYA UNION OF SAVINGS AND CREDIT COOPERATIVE SOCIETIES

KYC - KNOW YOUR CUSTOMER

MICR - MAGNETIC INK COLOUR RECOGNITION

MIS – MANAGEMENT INFORMATION SYSTEM

MNO - MOBILE NETWORK OPERATORS

MPA - MEMBER PERSONAL ACCOUNT

SACCO - SAVINGS AND CREDIT COOPERATIVE SOCIETY

SAM - SOFTWARE ASSET MANAGEMENT SYSTEM

SASRA - SACCO SOCIETIES REGULATORY AUTHORITY

SATR - SUSPICIOUS ACTIVITY TRANSACTION REPORT

TAT - TURN AROUND TIME

TCO - TOTAL COST OF OWNERSHIP

USSD - UNSTRUCTURED SUPPLIMENTARY SERVICE DATA

DEFINATIONS

In this contract the following terms shall be interpreted as indicated:

a) "The contract" means the agreement entered into between Jamii SACCO and the vendor, including all attachments and appendices thereto and all documents incorporated by reference therein.

b) "The Contract Price" means the price payable to the vendor under the Contract for the full and proper performance of its contractual obligations.

c) "The services" means services to be provided by the contractor including materials and incidentals which the vendor is required to provide to the SACCO under the RFP or contracts.

d) "The SACCO" also referred elsewhere as Jamii Savings and Credit Cooperative Society Limited or Jamii SACCO means the organization sourcing for the services under this RFP.

e) "The contractor means the firm providing the services under this Contract.

f) "Day" means calendar day

INVITATION TO TENDER

REF NO. _____

TENDER NAME: **TENDER FOR THE SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AN INTEGRATED SACCO MANAGEMENT INFORMATION SYSTEM**

1. Jamii Sacco Society invites tenders from eligible suppliers to submit bids for supply, installation, testing and commissioning of an Integrated SACCO Management Information System (MIS).

2. This eighty seven (87) page document serves as the official invitation, details the requirements of the SACCO and lays the terms and conditions to be met by vendors in fulfilling this purpose.

3. The tender document can be obtained by downloading them from SACCO website www.jamiisacco.com.

4. The vendors are required to submit their proposals in duplicate with one being the original and the other as a copy. The proposals also need to be separated into at least two: Technical Proposal and Financial Proposal. They should be clearly be demarcated as such and be in one larger envelope per vendor. Both the Technical and Financial proposals should have an original and copy.

5. The proposals from the vendors should be in sealed envelopes marked as Tender number # _____"Tender for Supply, Installation, Testing and Commissioning of Integrated SACCO Management Information System". It should be addressed to:

<div align="center">

The Chief Executive Officer,

Jamii SACCO Society Ltd,

P.O Box 57929 - 00200, Nairobi - Kenya.

</div>

6. The proposals to be delivered in the Tender Box, located at the procurement office Jamii Sacco Building, Mukenia road, South B, Nairobi by December 18th 2018 at 11.00 A.M.

7. Any inquiries concerning this Request for Proposals should be addressed to:

    Email:

    Telephone:

8. Prices quoted shall be in Kenya Shillings (Kshs.), should be inclusive of all taxes and delivery and shall remain valid for 90 days from the opening date of the tender.

9. Tenders will be opened on the 18th December, 2018 at 11:00am at the SACCO's conference room located within the SACCO premises on Mukenia road, South B. The vendors will be allowed to have at most one representative during the opening of the tenders.

10. Canvassing or lobbying for the tender shall lead to automatic disqualification.

The Chief Executive Officer
Jamii SACCO Society Limited

1.0 BACKGROUND

1.1 About Jamii SACCO

Jamii SACCO Ltd was registered in 1972 as an employee based SACCO, with an initial membership drawn from the former Ministry of Culture and Social Services. The SACCO was founded by then employees of the government with the drive based in Nairobi. The SACCO opened banking facilities for the members in 90's within Nairobi where its head offices are located.

However, in order to sustain the same, it became apparent that the common bond (i.e. within the employment sector specifically the former Ministry of Culture and Social Services) had to be opened/expanded in order to accommodate the rest of the ministries within government and later expanded to include both the private and public sector employees as well as moving to the informal sector. The SACCO now provides financial services to any Kenyan citizen in any part of the globe. This followed a rebranding of the SACCO in 2008 and a further upgrade of both information technology systems and personnel regularization. From a humble beginning thereof, the SACCO now boasts of over 18,000 members and an asset base of over Ksh. 3.5 Billion. The membership currently individuals from various professions, farmers, traders and salaried employees of both public and private institutions.

The SACCO strategy is to the use the head office in Nairobi as the base for business operations serving all corners of the Kenya with the assistance of innovative digital technology. With the SACCO embracing various components of digital financial services, it is able to leverage on the technology to do outreach of financial services all over the country. Besides having ATM facilities through the Cooperative Bank, the SACCO has also done outreach using full-scale mobile banking allowing 24/7 access to accounts for the members. The SACCO is licensed and regulated by the SACCO Societies Regulatory Authority (SASRA).

The SACCO has made positive strides in the delivery of financial services and expansion of services by the establishment of the digital branch network and the rebranding efforts early on.

1.2 Scope of the RFP

This RFP is a solicitation for information regarding the provision, implementation, and maintenance of SACCO Integrated Management Information System (MIS). As such, our objective is to identify the software product that meets the Sacco's operations needs.

The purpose of this RFP is to provide to prospective vendors information about the requirements of the SACCO as regards the MIS. It also provides information on the process to be followed by prospective vendors in providing information needed by the SACCO for assessment of the prospective vendors and information content which should be included as they offer response to the RFP.

2.0 INSTRUCTIONS TO VENDORS

2.1   Eligible vendors

2.1.1. This Invitation to tender is open to Kenyan companies or companies registered in Kenya who can successfully supply, install, test and commission an integrated MIS to Jamii SACCO in accordance with this RFP.

2.1.2. Jamii SACCO's employees, committee members, board members, delegates and their relatives (spouse and children) are not eligible to participate.

2.2   Cost of tendering

2.2.1 The Vendor shall bear all costs associated with the preparation and submission of its tender, and Jamii SACCO, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

2.2.2 Tender Documents detailing the requirements may be viewed and downloaded from the SACCO website for free.

2.3   Contents of tender documents

2.3.1. The tender document comprises of the documents listed below:
a) Invitation to tender.
b) Instructions to vendors.
c) Schedule of Requirements.
d) Technical Specifications.
e) Price schedules.
f) Confidential business questionnaire form.
g) Tender security form.
h) Bidder's experience requirements form.
i) Key personnel details.
j) Bidder's litigation history form
k) Bidder's sworn statement

2.3.2. The Vendor is expected to examine all instructions, forms, terms, and specifications 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 vendors risk and may result in the rejection of its tender.

2.4   Clarification of Documents

2.4.1. A prospective candidate making inquiries of the tender document may contact the SACCO before the deadline for the submission of the tender documents. The channels for communication are provided as:

Email:

Telephone:

2.4.2. The SACCO recommends the use of email in all clarifications by the prospective vendors. The use of telephone unlike the use of email cannot be used as a reason for any omission or commission by any vendor. The prospective vendors are thus advised to use email communication.

2.4.3. The SACCO shall reply to any clarifications sought by the vendor within 2 days of receiving the request to enable the vendor to make timely submission of its tender.

2.5   Amendment of documents

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

2.5.2. All prospective vendors 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 vendors reasonable time in which to take the

amendment into account in preparing their tenders, the SACCO, at its discretion, may extend the deadline for the submission of tenders.

2.6   Language of tender

2.6.1. The proposal prepared by the vendor in regard to this RFP, as well as all correspondence and documents relating to the tender exchanged by the vendor and Jamii SACCO, shall be written in English language.

2.7   Documents required from vendors

The vendors are required to provide copies of:

i.   Certificate of Registration / Incorporation.
ii.   Valid tax compliance certificate.
iii.   Current Trade License / Business Permit.
iv.   List of Directorships (CR12) of the company.
v.   Last   Three (3) years audited accounts of the company.
vi.   Letters of Authorization (If not your software).
vii.   Certificates from affiliated regulatory or accrediting bodies/associations.
viii. Evidence of Physical Location of business premise.
ix.   Three (3) letters of recommendation from where you have or are currently implementing such similar projects.

2.8   Tender Prices

2.8.1 The vendor shall indicate on the Price schedule the unit prices where applicable and total tender prices of the services it proposes to provide under the contract.

2.8.2 Prices indicated on the Price Schedule shall be the cost of the services quoted including all duties and taxes payable. Special attention should be paid to the separation of VAT for all components.

2.8.3 Prices quoted by the vendor 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.

2.8.4 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)

2.9   Vendors Eligibility and Qualifications.

2.9.1 Pursuant to Clause 2.1 the vendor shall furnish, as part of its tender, documents establishing the vendor's eligibility to tender and its qualifications to perform the contract if its tender is accepted.

2.9.2 The documentary evidence of the vendor's qualifications to perform the contract if its tender is accepted shall establish to the SACCO's satisfaction that the vendor has the financial and technical capability necessary to perform the contract.

2.9.3 The vendor ought to provide the costs that will be borne by the SACCO should they procure the IMIS from the vendor. The vendor should also give a breakdown of the costs that will be paid by the SACCO for four (4) consecutive years preceding the procurement of the IMIS from the vendor.

2.10   Validity of Tenders

Tenders shall remain valid for 90 days or as specified in the invitation to tender after date of tender opening prescribed by the SACCO.

2.11   Format of Tender

2.11.1 The vendor shall prepare two copies 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. However, the SACCO reserves the right to reject any proposal whose original documents don't match with the copy documents.

2.11.2 The tender shall have no interlineations, erasures, or overwriting even on cases meant to correct errors made by the vendor.

2.12   Deadline for Submission of Tenders

2.12.1 Tenders must be received by Jamii SACCO as specified in paragraph no later than _____18th December,2018 11.00 A.M.

2.12.2 All submissions of tenders to the SACCO should be made in accordance to this RFP. All vendors submitting their tenders should sign on the tender submission book which has to be countersigned by designated SACCO officer.

2.12.3 Bulky tenders which will not fit in the tender box shall be received by the SACCO in accordance with the procurement procedures of the SACCO. This includes the signing of the Tender submission book.

2.13   Modification and withdrawal of tenders

2.13.1   The vendor may modify or withdraw its tender after the tender's submission, provided that written notice of the modification or withdrawal of the tender's is received by the SACCO prior to the deadline prescribed for the submission of tenders.

2.13.2 The Vendor's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the RFP. A withdrawal notice may also be sent by email, but followed by a signed confirmation copy, postmarked no later than the deadline for submission of tenders. The signed physical confirmation has to be received by the SACCO before any withdrawal is made.

2.13.3 No documents or tender either in part or full shall be given back to the vendor once they submit a modification or withdrawal.

2.13.4 A vendor doing a modification on already submitted tender should submit fresh proposal in specified format. The main envelope should contain the words Modified tender followed by the serial number of such modification as per the vendor e.g Modification #1, Modification #2 e.t.c.

2.13.5 No tender may be modified after the deadline for submission of tenders.

2.13.6 The SACCO may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.14   Opening of Tenders

The SACCO will open all tenders in the presence of vendors representatives who choose to attend the opening of tender exercise. These vendors will be required to arrive at the SACCO conference room before the tender opening time.

2.15   Clarification of tenders

2.15.1 To assist in the examination, evaluation and comparison of tenders the SACCO may at its discretion, ask the vendor 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 shall be sought, offered, or permitted.

2.15.2 Any effort by the vendor to influence the SACCO in tender evaluation, tender comparison or contract award decisions may result in the rejection of the vendors tender.

2.16   Preliminary Examination and Responsiveness

2.16.1 The SACCO will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the tenders are generally in order.

2.16.2 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 may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

2.17   Evaluation and comparison of tenders.

2.17.1   The SACCO will evaluate and compare the tenders which have been determined to be substantially responsive, for the purposes of the initial short listing.

2.17.2   The initial short listing evaluation shall encompass three main criteria

with it sub-components contributing to the overall score. These criteria include:

a. Initial documentation

b. Technical specification

c. Financials and financial proposal

d. Any other relevant information the SACCO may deem appropriate in making the decision

2.18 Demonstration by qualified Vendors

2.18.1 After the stringent prequalification and short listing exercise, the vendors who will have qualified will be invited to do demonstration of their systems.

2.18.2 The demonstration will be made in front of a panel of SACCO officials and experts who will be representing the SACCO in such exercise.

2.18.3 A scoring matrix will be used by the SACCO to generate a ranking for the various vendors who will participate in the demonstration. This score will be used in the final ranking of the vendors towards the process of award.

2.19   Contacting Jamii SACCO

2.19.1   Subject to paragraph 2.15, no vendor shall contact the SACCO on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.

2.19.2   Any effort by a vendor to influence the SACCO in its decisions on tender evaluation, tender comparison or contract award may result in the rejection of the vendor's proposal.

2.20   Award of Contract

a)   Post qualification

2.20.1   In determining the vendor to be awarded the contract, the SACCO will take into account the vendor's technical and financial capabilities. It will be based upon an examination of the documentary evidence of the vendors qualifications submitted by the vendor, subject to 2.16, 2.17 as well as such other information

as the SACCO deems necessary and appropriate.

2.20.2 An affirmative determination will be a prerequisite for award of the contract to the vendor. A negative determination will result in rejection of the Vendor's tender, in which event the SACCO will proceed to the next highly qualified vendor with necessary capabilities to perform satisfactorily.

b)   Award Criteria

2.20.3   The SACCO will award the contract to the successful vendor whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the vendor is determined to be qualified to perform the contract satisfactorily. The Final award will be subject to due diligence that includes site visit.

2.20.4   The SACCO 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 vendor or vendors or any obligation to inform the affected vendor or vendors of the grounds for the SACCO's action. If the SACCO determines that none of the vendors is responsive, it shall notify each vendor who submitted a proposal.

2.21   Notification of award

2.21.1   Prior to the expiration of the period of tender validity, the SACCO will notify the successful vendor in writing that its tender has been accepted.

2.21.2   The notification of award will signify the formation of the Contract subject to the signing of the contract between the vendor and the SACCO pursuant to other provisions of this RFP.

2.21.3 The other vendors who participated in the process but did not win the award shall be notified that their tenders have not been successful.

2.21.4 The notification of award shall contain the general terms of the contract.

2.21.5 The SACCO will reject a proposal for award if it determines that the

vendor recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

2.21.6   Further, a vendor who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in Public Procurement in Kenya.

3.0 APPENDICES

3.1 INSTRUCTIONS TO THE VENDORS

The following information for procurement of Software shall complement or amend the provisions of the instructions to vendors. Wherever there is a conflict between the provisions of the instructions to vendors and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to vendors

- All Software to be supplied and installed under the contract shall have their origin in eligible source countries.
- For purposes of this clause, "origin" means the place where the Software(s) are produced or originated.
- The origin of Software is distinct from the nationality of the vendor and shall be treated thus in the evaluation of the tender.

3.2 GENERAL CONDITIONS

3.2.1 Application

These general conditions shall apply to the extent that they are not superseded by any provisions or any other part of the contract.

3.2.2 Standards

The services provided under this Contract shall conform to the standards or features mentioned in the Schedule of requirements.

3.2.3 Intellectual Property Right's

The vendor shall indemnify Jamii SACCO 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.

3.2.4 Performance Security

3.2.4.1   Within twenty (20) days of receipt of the notification of Contract award, the successful vendor shall furnish to the SACCO the performance security

where applicable in the amount specified in general or special conditions of contract.

3.2.4.2   The proceeds of the performance security shall be payable to the SACCO as compensation for any loss resulting from the vendor's failure to complete its obligations under the contract.

3.2.4.3   The performance security shall be denominated in the Kenya shillings and shall be in the form of:

a)   A bank guarantee.

b)   Bankers Cheque.

c)   Letter of credit.

d)   Such insurance guarantee approved by the SACCO.

3.2.4.4 The performance security will be discharged by Jamii SACCO and returned to the vendor not later than thirty (30) days following the date of completion of the vendor's performance of obligations under the contract, including any warranty obligations under the contract.

3.2.5   Assignment

The vendor shall not assign, in whole or in part, its obligations to perform under this contract, except with Jamii SACCO's prior written consent.

4.0 SCHEDULE OF REQUIREMENTS

4.1 Required Items

Jamii SACCO is inviting suitably qualified bidders for the supply, installation, implementation, testing and commissioning of an integrated SACCO information system. The IMIS needs to have the following modules, features and capabilities:

a) Member/Customer Relationship Management module,

b) Shares Management module,

c) Loan Management module with delinquency management capabilities,

d) Dividends management,

e) Procurement module,

f) Electronic Document Management System & Registry module,

g) Human Resource Management Module with embedded Performance indicators,

h) SMS notification feature,

i) Internet banking module,

j) Mobile banking (USSD and APP) module,

k) Agency Banking Module,

l) Back office module (BOSA) module,

m) Front office module (FOSA) module,

n) Reporting module,

o) System administration module,

p) Security Management,

q) Executive Dashboards feature,

r) Anti-Money Laundering module,

s) Asset-Liability Management & Risk module,

t) All channels management solution including auto reconciliation feature, and

u) Members web portal.

5.0 TECHNICAL SPECIFICATIONS

5.1 General Requirements for the IMIS System

5.1.1 Accounting package

- Savings, banking and loans should be integrated with accounting package,
- Tracking of cash-flow, revenues and expenses by profit/cost centers, should be possible,
- The system should have user-definable chart of accounts. Should allow at least 4 nesting levels,
- For accrual-based accounting accrues interest to general ledger accounts on daily basis. Allows to accrue interest expense for savings/deposits but not to post accrued interest income for loans,
- The system should be able to perform cost and profitability analysis by product, and possibly by client,
- The system should be able to Calculate and post the necessary loan provisions,
- The system should be able to permit back valued transactions and transaction reversal with according interest recalculations,
- The system should have Asset and Liability Management facilities,
- The system should have Payroll, HR, CRM, Assets management, Treasury functions, and
- The system should be able to provide full range of standard financial reports e.g. balance sheet, income statement, cash flow including regulatory SASRA reports.

5.1.2 Loan Portfolio

- Keeps historic data on loan products,
- Collateral and guarantors tracking, individual and group guarantees,
- Mandatory savings/deposits linked to loans,
- Permits the addition and modification of loan products,
- Information tracking by Loan officers,
- Integrated with accounting system, deposit monitoring and customer information,
- Correct handling of early, late and partial payments,
- Correct handling of extra payments,
- Credit scoring capabilities from internal and/or external sources,

- Ability to flag loan accounts that do not meet the group criteria that has been defined for the product and generate exception reports on the same,
- Ability to categorize loans with 0.00 balance appropriately and indicate them as paid/closed, preventing over recovery or auto provisioning, and
- Modifications to an existing or completed loan accounts should trigger a request for approval before being implemented. System should be able to restrict such access to specific staff.

5.1.3 Savings, Deposits, Withdrawals and Shares

- Keeps historic data on savings products,
- Integrated with accounting system, deposit monitoring and customer information,
- Permits overdrafts with separate interest calculation for debit or credit balance,
- Tax withholding functionality,
- Dormancy concept for inactive account with separate interest rates,
- Identification of beneficiaries,
- Option of jointly held accounts and/or group savings,
- The system should be able to generate a reconciliation report of all alternative channels transactions carried out showing exceptions and reconciled entries.

5.1.4 Customer Information

- Maintains all basic customer information, such as name, family information, age, gender, business, impact e.t.c,
- Aggregation of customer data by region, area, activity, loan officer etc,
- Able to track customers and non-customers at different stages of the process. It should also have guarantor tracking,
- Identifies potential double entry of customers,
- The customer profile should be able to display all the historical and running products the member has e.g. loans,
- Contain additional identification options such as pictures, signatures, and
- Facilities to check customer behavior – credit and deposit status and history from Internal or external sources.

5.1.5 Expandability and Institutional Growth

The system should be able to support the horizontal and vertical institutional growth of the SACCO (Scalability) in terms of:

- The system should have a modular structure that would support products roll out or services planned in future.
- Demonstrate the ability to assess customer profitability for development of special pricing strategies.

5.1.6 Flexibility

The system should be flexible in terms of:

5.1.6.1 Lending

The lending package should have the ability to offer the following requirements:

- Support of discounted, flat, stepped or capitalized interest rates,
- Support of variable rate, where interest rate can be changed for one account, whole product or all accounts in one product,
- Commissions and fees should be defined as settings linked to products and/or customer groups. The system should be able to apply these automatically without manual intervention,
- Support simulation and balloon payments,
- The system should be able to allow preview of the different repayment schedules before adopting them,
- Support of different payment methods: cash, cheque, card, salary check off, standing order, mobile money,
- Permits suspension of penalty fees and deferment of loan payment,
- Permits grace periods,
- Permits refinancing of the loan, and
- Permits interest capitalization.

5.1.6.2 Savings

The Savings package should have the ability to offer the following requirements:

- Supports all account types: savings, term deposits, demand deposits, shares, current,
- Should be able to set withdrawal limits (amounts, number of operations) and either block and impose fees on withdrawals. The system should also be able to apply penalties or reduced interest rates for premature withdrawals (on term deposits),
- The system should be able to automatically roll over post-matured fixed deposits and possibly updated interest rate,
- Share dividends should be calculated either based on interest rate, or profit figure for the year,
- The system should be able to set the minimum balance for each of the accounts
- The system should be able to calculate interest daily, based on 30 days/month. Optionally also 365 days/year or 52 weeks/year should be supported, and
- The system should support additional payment frequencies so that interest can be paid out on daily, weekly, bi-weekly, every four weeks, semi-monthly etc. User-defined periods can be set.

5.1.6.3 Other flexibility

- The system should allow customer have many different accounts and account types, and
- The system should be flexible to allow addition, modification and removal of products from the online portal.

5.1.7 Usability

The system should have the ability to offer the following usability requirements:

5.1.7.1 Ease of use:

- Vendor should provide quality and conclusive training that is not time consuming for all the users and sign off done after the training,
- The user documentation supplied should be comprehensive and up to date,
- On-line context-sensitive help should be provided, and

- Operations of the system should be straight-forward and easy to understand, allowing for easy error correction.

5.1.7.2 User Friendliness:

- The System should have a user friendly graphical interface,
- The system should provide mechanism for mass data entry (multiple transactions or accounts),
- The system should follows general platform standards in terms of screen interface and keyboard commands (i.e., no user-defined buttons/combo boxes etc), and
- The system should be able to restrict different users to certain menu operations, functions, reports etc.

5.1.8 Reporting

The reporting package should have the ability to offer the following requirements:

- Reports should be consolidated e.g. by product as well as separate,
- The system should allow for exceptional reporting,
- The system should be able to report on budget versus actual expense & income,
- The system should be able to provide graphical reports,
- The system should provide ratios and trend analysis reports, calculations of the ratios should be adjustable, clear and understandable,
- Allow for period defined reports,
- The system should be able to print reports on wide variety of printing devices, can utilize various paper formats,
- The system should be able to print the audit trails, and
- The system should come with management dashboard containing various predefined and customizable reports on business and staff performance and statistical analysis.

5.1.9 Compliance Standards

The system should be able to meet the following compliance standards:

- Interest accruals account should be separate from interest received/paid accounts,

- The system should be able to cease to accrue interest on late loans,

- Savings and loans interest should be accrued on user-defined period basis and posted to interest income/expense accounts, and

- The system should have the ability to be integrated into other payment systems e.g. national payment systems

5.1.10 Administration and Support

The administration and support package should have the ability to offer the following requirements:

5.1.11 Security

- User levels (or groups) should user-definable, can be edited. Each level should be assigned access right to specific menu items, functions, reports,

- Access rights to database should be defined both by fields and subset of records,

- The system should include automated tools to check for database consistency,

- The system should be able to define rights to post, reverse and cancel transactions,

- The system should be able to define limits for transactions,

- The system should be able to require passwords change regularly, be complex and store them in encrypted format,

- The system should be able to record all security violation attempts,

- The system should be able to Provide means for off-site storage of records by allowing backups of all data to external removable media,

- Time-of-day or terminal access restrictions should be available in the system, and

- The system should only allow users to select accounts related to the Member being processed during loan creation, disbursement, repayment, Fixed Deposit preparation e.t.c.

5.1.12 Backup and Recovery

The system should be able to have the following requirements on backup and recovery:

- The system should have end of day processing that checks database for any corruption, and provides notifications about errors,

- The system should be able to support both full and incremental backups, and

- The system should be able to maintain the Status of each user,

- Fault tolerance and robustness,

- Remote processing centers/branches should be able to function off-line in case of communications failure.

5.1.13 End of period processing

- The Period duration should be user-definable,

- Interest should be processed, accrued and posted at proper intervals, and

- Late fees, penalties should be calculated and posted.

5.1.14 Support Infrastructure, Maintenance and Upgrade Strategy

- Support hotline should be provided, 24/7 where appropriate,

- A bug tracking system should exist to ensure all complaints are resolved,

- The Vendor should be able to provide manuals for end-users, administrators, for training purposes, and

- There should be a documented change request procedure in place that customers can use to place their requests.

5.2 Technical Specification

The system should have the following technical requirements:

- The system should use client-server architecture,

- The system should be able to run on widespread hardware platforms and use standard operating systems(MS Windows, Mac OS, Unix etc.),

- The system should have no obscure restrictions on operating system/database versions,

- Source code control should be employed,

- There should be clearly stated performance limits depending on number of accounts, transactions or concurrent users,

- Disk space requirements should be clearly stated, and

- The system should have an open architecture and standard file formats to allow integration with other systems such as a document management system.

5.3 Detailed Technical Specification

The specifics of the modules and departmental needs as:

5.3.1 Loaning

5.3.1.1 General:

- It should accommodate different Lending Methodologies like individual and group lending,
- It should allow different loan repayment types,
- The system should capture details of the loans offers with other attributes e.g. targets,
- The system should enable the user to create customizable user fields that will capture additional information not specified,
- The system should be able to attach scanned documents received by the applicant and assign it to the record created in the system,
- The system should allow for guarantors to be attached if a loan has gone for a specified duration in arrears,
- Should be able to show the loan status for each application, and
- Integration to CRB.

5.3.1.2 Loan Processing

Loan registration

- This entails capturing of data into the system i.e. Member number, product, amount applied, period, loan purpose and guarantors.
- The system should be able to capture all the details from the Loan Form (online form or submitted form)
- The system should display and print loan schedules
- Members and guarantors confirmation via OTP or other verifiable means

- It should allow for capturing of data into the system i.e. Member number, product, amount applied, period, loan purpose and guarantors.
- The system should display loan schedules
- Produce loans registered but not approved.

Loan approval

- Approver should be able to check loan application and re-open if there are errors for correction. Should not be able to edit.
- The system needs to have internal scoring mechanism.
- Maker checker effectiveness.

Loan disbursal

- The levels of rights should be specific such that the officer posting cannot be the approver at the same time.
- Re-open loans with errors.
- System should display the amount applied, charges levied, net payable and the account to be credited.
- The system should reject posting loan with negative net pay out.

Loan defaults auto recovery

- All loan arrears to be recovered automatic at close of the day when funds are available in savings accounts.
- Should allow for new loan posting recovering all loan defaults arrears due.
- Should allow for instances of refinancing.

Check-off system loans

- The system should be able to upload data from excel in suitable format.
- Should allow for generation of the expected repayment report.

5.1.3.3 Guarantor Management

- Allow for value based guarantee.
- During recovery of guarantors the system to prorate according to amount guaranteed.
- Prorated release of guarantors upon payment.
- Enhanced guarantor verification:
  - Guarantor is not dormant or inactive,
  - Has not defaulted on any of his/her current loans, and
  - Guarantor shares are sufficient to cover the proposed guarantee amount.

The system should be able to notify guarantors via SMS of the loan amount they have guaranteed and member whom they have guaranteed.

5.1.3.4 Reports

- It should generate Loan Portfolio reports periodically.
- It should generate Ageing report of loans issued and products in arrears.
- It should generate Loan monitoring and delinquency management.
- Generate summary and detailed loan reports e.g. SASRA reports.

5.3.2 Dividends Payouts

- The system should be able to capture the rate of dividends or amount agreed by board.
- The system should enable the user to create customizable user fields that will capture additional information not specified.
- The system should deduct any interest accrued by the member's liabilities prior to payout.
- The system should deposit the amount calculated on the members account for pay out.

5.3.3 Savings Account Opening Procedures

- The system should be able to import details for any new FOSA members.
- The system should be able to capture information from the SACCO member concerning KYC and other particulars.
- The system should be able to capture allowed referees, Nominees, Next of Kin details.
- The system should be able to attach scanned documents received by the applicant and assign it to the record created in the system.
- The system should have a 360 degree view of the member once the account is created.

5.3.4 ATM Card Processing

- The system should allow for the update of the member record to indicate that the ATM card for that member is ready to be collected.
- The system should be able to send SMS messages to the customer indicating that their ATM card is ready for collection.
- Should generate ATM card reports end to end

5.3.5 Advances against dividends

- The system should be able to capture and process advances against dividends.
- The system should be able to post the advance against dividends amounts in the customer's MPA account and populate the affected accounts with the correct balances.
- Should generate the dividend advance reports in required format.
- Should offset final dividend against the dividend advances.

5.3.6 Fixed Deposit

- Allow fixed deposits placement based on the Sacco business rules.
- Allows cancelation of the fixed deposits pre-term.

- Can allow for call on fixed deposits with penalties or forfeitures.
- Allow use of fixed deposits for guarantee.
- Liquidation and rollover options on maturity.
- The system should enable the user to create customizable user fields that will capture additional information not specified.

5.3.7 Bankers' Cheques

- The system should be able to capture bankers cheque details during processing.
- The system should enable the user to create customizable user fields that will capture additional information not specified.
- If funds are available in the members account the system should be able to automatically debit the members' account and credit the bankers' cheque control account.
- The system should be able to process the relevant charges in banker's cheques transactions.
- Should generate required bankers cheque reports.

5.3.8 Teller's Cash

- The system should be able to capture the following details when a teller is given a cash float including teller name, teller number, time of request, current float, amount given and new float amount.
- The system should enable the user to create customizable user fields that will capture additional information not specified.
- The system should be able to facilitate online cash replenishments by the tellers.
- The system should be able to send an alert to the teller and also the main cashier when a teller exceeds a specified amount of float.
- The system should be able to trigger reviews and approvals of cash float request.

- The system should be able to block the teller from transacting beyond their float limit.

5.3.8.1 Cash Depositing

- The system should be able to capture the following additional details regarding cash deposits from the customers including member names, member number, deposit date and time, amount deposited, currency, teller name, teller staff number, and authorizations (if any).
- The system should enable the user to create customizable user fields that will capture additional information not specified.
- The system should be able to facilitate alternative channels deposits.
- The system should be able to display/ show relevant customer verification information online in 360 degrees format.
- All the staff members accounts should be flagged in the system. The system should have controls such that no staff member should be able to transact on his/her own account.
- The system should be able to allow tellers to view cash transfers on screen.

Reports

- The system should be able to provide a report of cash deposits over a given period of time, and amounts.
- The system should be able to provide summarized reports such as cash deposits per cashier, deposits exceeding certain amounts.

5.3.8.2 Cash Withdrawal

- The system should be able to capture the following additional details regarding cash deposits from the customers including member names, member number, deposit date and time, amount deposited, currency, teller name, teller staff number, and authorizations (if any).

- The system should enable the user to create customizable user fields that will capture additional information not specified.
- The system should not allow overdrafts unless it has been authorized.
- The system should be able to automatically generate a voucher/receipt indicating the amount withdrawn.

Reports

- The system should be able to provide a report of cash withdrawals over a given period of time, and amounts.
- The system should be able to provide summarized reports such as cash withdrawals per cashier, deposits exceeding certain amounts.

5.3.9 Cheque Receiving and Processing Procedures

- The system should be able to capture the following additional details regarding cheque deposit by the customer: member number, member names, transaction date and time, cheque number, date of the cheque, cheque amount, payee details, drawer details, payee account number, cashier name, teller staff number, and authorizations (if any).
- The system should facilitate the capture of cheque details including the image of the cheque, the amount in the cheque, the cheque number, the Magnetic Ink Colour Recognition (MICR) line in the cheque etc.

Reports

- The system should be able to provide a report of the cheque deposits made using identifiable parameters.
- The system should be able to provide reports such as cheque deposits made per cashier, per customer, cheque deposits exceeding certain amounts etc.

5.3.10 Verification of Teller Transaction Procedures

- The system should be able to automatically reconcile the cash balance as per the General Ledger (GL) and the teller's accounts at every close of day.
- The system should be able to note and give an alert of any variances in the reconciliation.
- System to allow tellers to make electronic requests for close out with difference after day end balancing with the appropriate approvals

Reports

- The system should be able to provide reconciliation reports of the teller transactions.
- The system should be able to generate report on list of discrepancies and correction actions taken.
- The system should be able to generate report on list of branch cash discrepancies per day per teller.

5.3.11 Mail Receiving Procedure

The system should be able to capture the following details about the mails received:

- Mail category,
- Sender details,
- Recipient details,
- Content description, and
- Date received.

The system should enable the user to create customizable user fields that will capture additional information not specified above.

The system should allow once a letter has been recorded for it to be assigned to any member of the SACCO staff.

- The system should be able to generate a report of the mails received by category.

- The system should be able to generate a report of the uncollected mails (per category and staff member).

5.3.12 Counter Enquiries

- The system should be able to capture the following details from counter enquiries: names of member making enquiry, member number, and enquiry description.

- The system should be able to track all the enquiries processed by the customer care staff. Measurement of the turnaround time and number of issues referred to other departments should be used to monitor staff performance.

- The system should be able to provide customer care with sufficient information on the customer (interaction with all departments of the SACCO, enquiries raised, prior correspondence etc) to assist the customer and minimize the need to refer members to other departments.

- The system should allow for escalating of overdue enquiries to higher management/relevant staff.

Reports

The system should be able to generate daily service reports per customer care officer with the following details:

- Date of enquiry,

- Staff member full names,

- Total enquiries served, and

- Turnaround time.

The system should be able to provide the customer care officers with the following reports to enable them handle the counter enquiries:

5.3.13 SMS / Customer Complaint Procedure

The system should be able to capture the following details in the customer complaint register:

- Names of member making the complaint,

- Member number,

- Description of complaint,

- Deadline (based on the service level agreement),

The system should be able to assign complaints to customer care staff or escalate to other officials within the SACCO.

The system should be able to evaluate the turnaround time in addressing the customer's complaints per customer care officer.

Reports

- The system should be able to generate a report on the Customer complaints received per customer care officer with the following details: issue category, number of issues, resolved issues, escalated issues, pending issues, average Turn Around Time (TAT) per category.

- The system should be able to provide a report of the received, resolved and pending requests (per customer care officer, per time period e.t.c.)

- The system should be able to provide a report of any overdue/escalated complaints.

5.3.14 Risk Department

5.3.14.1 Audit Features

- System should have a maker / checker especially when assigning user rights, creating user groups and changing any system parameter.
- System should allow filtering the audit log by date, activity, username etc.
- System should allow for online approvals.
- It should maintain a log of all activities carried out in the system including viewing of accounts or other system modules by a specific staff member and generate reports on the usage of the system by staff members.
- The system should issue an alert when a staff member tries to view unauthorized information e.g. when a user tries to view dormant / restricted accounts or viewing of other staff accounts.
- It should have enhanced password management structure and authentication e.g. password ageing and expiry, two factor authentication, biometrics e.t.c.
- The system should run end of day process in the background with minimum system interruption of other processes.
- The system should allow for parameterized configurations to cater for product innovation and development.
- System should be able to carry out business intelligence functions e.g. trend analysis.
- System should maintain an error log for both business errors and technical errors.
- System should restrict access to dormant and restricted accounts to authorized users only.
- System should be able to auto-post charges for restricted accounts.
- System should be able track user access/attempted access to dormant/restricted accounts and generate report for the same.
- The system to record all transactional details such as cheque number, EFT bank and branch, teller number, date of transaction and amount as may be required by the users.

- The system should be able to capture all activities with necessary automated approvals by all users and keep a detailed audit trail.
- The system should restrict view of certain product information based on user rights (e.g. staff account statements) parameterize.

5.3.14.2 Incident Reporting

- It should allow recording of incidents/ fraud and generate Suspicious Activity Transactions Report (SATR) from account activities
- It should automatically escalate incident/ fraud reports if not resolved within a pre-defined period of time.
- The system should be able to detect and send automated alerts on control violations.
- The system should be able to provide a report of all the deleted transactions
- The system should be able to provide exception reports of exited staff user accounts that have been activated.

5.3.15 Registry

5.3.15.1 Registration of members

- The system should be able to capture adequate KYC details from the member registration form.
- The system should allow a member to choose whether they are to be enrolled in the Burial Benevolent Fund - BBF. Upon selection it should provide an auto generated member number and enrol member in fund.
- The system should enable attachment of captured images hence merging the scanned information with the member register.
- Each application is stored in 'pending' state until a complete list of required documents is forwarded to registry for verification and later, Account activation.

5.3.15.2 Cheque movement - BBF Claims

- The system should be able to capture the following from the member claim form:
  - Name of deceased

- Death certificate number / Burial permit number (different fields)
- Date of death
- Pay point

- The system should enable the user to create customizable user fields that will capture additional information not specified above.
- Any reject within the workflow should allow for a reason of rejection and routed back to the submitter for correction

Reports

Certificate of payment

The system should be able to generate all BBF reports including:

- BBF claim payments,
- Next of kin,
- Claims made, and
- People whose BBF payments have been claimed.

5.3.16 Archive Management with Registry

The system should be able to:
- Allocate a batch number/ archive location to each file sent to the archive.
- Identify the type of file and specific storage location in the archive.
- Allow for online requisition of archived files.
- Automatically archive all files for withdrawals, deceased and nil balances.
- Update e-files within system for easy reference access even when the physical file has been archived.

5.3.17 Human Resources and Payroll

5.3.17.1 Staff selection and employment: Staff personal details (Bio data)

- The system should be able to capture the following details in the registration process: full names, national ID number, gender, photos, age/date of birth, qualifications, and next of kin details among others.

- The system should enable the user to create customizable user fields that will capture additional information not specified.

- The system should be able to attach scanned documents received (if any) and assign it to the record created in the system.

- The system should be able to automatically produce a list of all the available vacancies in all the departments and branches based on any employee dismissal or department needs.

- The system should be able to issue a staff number automatically after all the member details have been captured and verified in the system.

- The system should be able match the employee's age and match it with the retirement age of XX years to ensure that all employees retire at the required time.

- The system should maintain ex-staff (Staff who have left the SACCO) list and be able to reference against the list during enrolment of new staff.

- Effectively support HR Management and SACCO staff payroll processing

- Ability Manage staff attendance and leave.

- Have an integrated performance appraisal.

- Ability to Produce and send payslips via digital means.

- Produce payroll as per government regulations.

- Full integration with the system SMS alerts system.

- Provide all required operational and statutory reports.

- The payroll should be integrated with the GL and require reconciliation, approval and verification prior to effecting the period's/month's payroll

- Should produce a summarized SACCO's payroll of all earnings and deductions

- The system should provide a report of all the newly employed staff as at a particular date or period specified.

- Track employees on acting capacities.

5.3.18 Asset Management

The system should be able to:

- Provide for effective provision for Fixed Assets management,

- Should serialize assets when captured and allow for auto numbering,

- Should allow tagging of assets as per physical tagging,

- Generate the Fixed Assets Register as at given dates,

- Capture the depreciation details and perform auto depreciation,

- Show all details of assets revaluation,

- Should be able to indicate the location of the assets of the SACCO, and

- Should produce the number and value of assets at any time,

5.3.18.1 Motor vehicles

- For motor vehicles, it should be able to show capture details about the vehicle including: registration number, make/model, year of manufacture, log book number, engine number, purchase details, insurance details.

- The system should be able to generate and capture details from work tickets.

- The system should be able to capture the details about the vehicle fuelling and maintenance,

- The system should be able to capture the details regarding vehicle accidents.

- The system should allow the integration with the fixed asset register to facilitate access of the motor vehicle details.

- The system should have an approval workflow for the requisition/work ticket.

- The system should be able to allow for modifications of the details of the society vehicles to accommodate the purchase and sale of the vehicles.

5.3.19 Finance

5.3.19.1 Reporting

The system should generate and print the following reports:

- Chart Of Accounts listing,

- General Ledger Reports for GL accounts and transactions,

- Profit & Loss Statement / Statement of Comprehensive income,

- Balance Sheet / Statement of financial position,

- Budget and variance report,

- Statement of Cash flows, and

- Trial Balance Report.

5.8.19.2 General Ledger
General Requirements

- The system should provide the facility to have multiple, independent general ledgers.

- It should be possible for information to be consolidated within and across general ledgers for periodical reporting purposes.

- Each general ledger should be capable of supporting and be fully integrated with the purchase ledgers and cash book.

- Each subsidiary ledger should relate to a separate control account in the general ledger.

- Postings to subsidiary ledgers should result in automatic postings to the control accounts in the general ledger.

- The system should support the creation of an account code with support for the following:

    - Alphanumeric characters for the cost centres (departments),

    - Alphanumeric characters for the expense / income account codes,

    - Alphanumeric characters for the analysis codes, and

    - The system should only prompt for analysis codes on those expense / income codes for which they are relevant.

- If transaction batching is used by the system, it will support batch control on input. Agreement of batch controls will be mandatory before batches are accepted for posting.

- Batch numbers should be allocated by the user.

- Batches will be limited to:

    - A single period, and

    - A single transaction type.

- Batches should be written to a 'holding' file, and be available for recall and modification before posting.

- It should be possible for valid batches to be posted selectively by the user.

- The system should provide the facility for the users to define their own transaction types, e.g. month end allocation journals, payroll journals etc.

- The system should provide the following fields will be input on transactions:

    - Header level,

    - Transaction type (unless input at batch level),

    - Transaction reference,

    - Transaction narrative,

    - Transaction date, and

    - Accounting period (unless automatically derived from date).

    - Line level,

    - Account code.

- Analysis codes should be available on transaction records for analysis separate from that based on the account code, e.g. on some transactions a staff code will be entered, to facilitate analysis of certain types of expense by staff member.

- Separate tables of valid analysis codes will be maintained for validation purposes and appropriate descriptions displayed on entry of the analysis code.

The system should support the following types of journal:

    - Accrual and prepayment journals, which automatically reverse themselves in the following period,

    - Skeleton journals, where the bulk of the information is pre coded, only the date and amounts needing to be entered, and

    - Recurring journals, which are similar to skeleton journals but with the values pre entered, though capable of modification.

- It should be possible for account codes to be looked up during data entry (on the basis of all or part of the account name).

- It should be possible for bank statement information to be entered, and a bank reconciliation statement automatically produced.

- The system should allow bank statement information to be entered automatically from a text file supplied by the bank.

- It should be possible for specified account balances to be automatically reallocated over a range of other accounts, according to pre determined apportionment ratios, i.e. a number of account balances are apportioned over departments using various bases.

- Create different account structures for different business units or cost centres of the organization.

- Automatically accept and post journal entries from other systems (Payroll, Accounts Payable, Accounts Receivable, Fixed Assets, etc.) i.e. real time update of information into the General Ledger.

- The system should automatically transfer balance sheet account balances forward at the end of each financial year, and zero-rize P&L account balances.

- It should be possible to keep the previous year open for at least (X) number of days while processing the next year's data.

- The system should enable the user to create customizable user fields that will capture additional information not specified above.

- The system should be able to attach scanned documents received (if any) and assign it to the record created in the system.

The general ledger should hold balances for each account code as follows:

- Each period,

- Year to date,

- Budgets for each period,

- Budgets for year to date,

- Budgets for year,

- Each period previous year,

- Total for previous year, and

- Year to date last year.

5.8.19.3 Petty cash Procedures

The system should be able to capture the following details from the imprest form:

- Name of the person taking the imprest,

- The imprest form number,

- Staff Number,

- The imprest amount.

The system should be able to capture the following details from the imprest surrender form:

- The Current date,

- The surrender amount,

- Staff number and

- Imprest form number.

- The system should be able to capture replenishment amount by the petty cashier.

- The system should be able to reject any petty cash payments that is beyond (X) shillings ceiling.

- The system should be able to recover the non-surrendered imprests from the payroll

- The system should be able to automatically update the petty cash book balance upon any surrender.

Reports

- The system should provide an imprest expenses reports(Per staff, per department, per expense type)

- The system should provide a report on surrendered imprests per staff member, departments e.t.c.

- The system should be able to provide a report of all the non-surrendered imprests.

- Posting of cheques / money order Procedures

5.8.19.4 Regulator reporting

The system should support regulator reports. It should support the current required SASRA reports:

- Form 8 : Other disclosures,
- Form 7 : Statement of Comprehensive income,
- Form 6 : Statement of financial position,
- Form 5 : Investment Return,
- Form 4 : Risk classification of assets and provisioning,
- Form 3 : Statement of Deposit Return,
- Form 2 : Liquidity Return, and
- Form 1: Capital Adequacy.

It should also be able to customize new regulator reports as and when they are required.

5.8.19.5 Bank Reconciliation

- The system needs to have provision for bank auto reconciliation

- The system should be able to capture details of:

  - Bank Account Statement, and

  - Cash book.

- The system should enable the user to create customizable user fields that will capture additional information not specified above.

- The system should be able to attach scanned documents received (if any) and assign it to the record created in the system.

- System should be able to import the bank account statement and capture the following:

  - Bank Account Name and Number,

  - Deposit/withdraw description, and

  - Amount.

- The system should be able to compare the bank account statement with the cash book and verify the following fields:

  - Amount,

  - Account detail,

  - Date of deposit / entry , and

- Description of entry.
- The system should have standard codes for repayments e.g. loan repayments
- The system should be able to integrate the GL to the MPA
- The system should have proper controls to ensure that all the postings are done correctly e.g. no savings are debited
- The period close and opening should be adjustable by an approved staff.
- The system should allow for online viewing and approval of a reconciliation report.
- The system should allow periods to be closed to reduce cases of back dating receipts and ensure historical reports remain accurate.

Reports

- Discrepancies report _ Date, reference, amount
- Cash book adjustments.
- Exception report on mismatched discrepancies
- Unbanked receipts (amounts received but not transferred to bank).
- Unpresented Cheques (Cheque payments not receipted by the bank).

5.8.20 Procurement

a) Should allow the Sacco to fully manage also aspects of its procurement activities.

b) Purchase requisition forms that capture among others procurement reference number, subject of procurement, date required, requesting unit, location of delivery, item number, item description, quantity, estimated cost both unit and total.

c) The system should allow the capture of the following quotation details: supplier/bidders name, addresses, contacts, description of goods/service, quotation number and date, unit and total costs.

d) The system should enable the user to create customizable user fields that will capture additional information not specified above.

e) The system should be able to attach scanned documents received (if any) and assign it to the record created in the system.

f) Provide a notification mechanism to the approving authorities.

g) Versatile reporting capability.

h) Ability to track inventories.

i) Notification of reorder levels and quantities.

j) Help Heads of Department raise payment requests online and seek all approvals on the system itself.

5.8.21 Marketing

5.8.21.1 Loan Applications and Member Applications

- The system should be able to attach scanned documents received by the applicant and assign it to the record created in the system.

- System should be able to retain the registration form at a 'pending' state until all required documents are submitted.

- The system should be able to provide up to date and accurate balances of member accounts and also allow registration for new products.

- The system should be able to link any application made to the originator (marketer, delegate, customer care etc).

- Level of access to direct marketers should be restricted to information entry and high level member information e.g. balances query etc.

- All applications logged by marketers should be reviewed by customer care and verified against documents received prior to processing by registry.

- The system should allow the marketers to access information from the system while on the field and log in enrolment details obtained from members.

Reports

- System should be able to generate a report of all enrolments made by Marketers and their status.

- System should be able to generate a report comparing all registrations captured to all successful enrolments.

5.8.22 IT General Requirements

5.8.22.1 System Integration/General solution

The system should have ability to offer the following capabilities:

- The System should have workflow capabilities i.e. presence of an end-to-end workflow
- System should have the ability to generate triggers and alerts for both exceptional events and milestones within the workflow
- The system should have a maker- checker for all transactions in the workflow
- Alternative channels capabilities and their integration thereof including ATM, Mobile, Agency and internet banking,
- The system should support staff with disabilities,
- Versatile CRM,
- Financial management and reporting,
- Responsive loaning module with embedded scoring,
- Reconciliation with capabilities for channels reconciliation preferably auto reconciliation,
- Business intelligence capabilities/module (BI tool) with ability to report cost/revenue/profitability/activities in various dimensions e.g. profitability/cost/revenue per customer, per product, per segment, department etc,
- The system should be able to support XML technology that will facilitate integration with other systems.
- The system should be able to maintain a unique customer identity.
- The system should be able to support remote access by staff members.
- Ability of the system to support business growth in number of members, accounts and product range both locally and internationally (system scalability).
- The system should be scalable to accommodate growth in customer/member numbers into different locations locally and internationally.
- The system should be web based.
- Multi-channel capabilities of the system.
- The system should have the ability to support parameter driven settings.

- The system should be able to log all events in the system and timestamp on them with no capability of switching off the functionality.
- The system should be able to generate an exception report for any attempts to turn off the audit trail.
- The system should be able to correct out-of-balance conditions discovered during reconciliation process and maintain an audit trail of any such corrections.

5.8.23 Alternative channels

5.8.23.1 Agency Banking Services

It should be able to support the following banking services:

a) Deposits and withdrawals,

b) Payments of bills and loan repayments,

c) Electronic transfer of funds,

d) Account balance enquiries,

e) Collection of know your customer (KYC) information,

f) Open an account through the alternative channels,

g) Register to become a member of the SACCO,

h) Offer limits to the banking services that the service can offer,

i) Grant loans on behalf of the SACCO, and

j) Secure customer's information confidential data.

5.8.23.2 Mobile Banking Services (USSD and APP)

It should be able to support the following banking services:

a) Deposits and withdrawals,

b) Payments of bills and loan repayments,

c) Electronic transfer of funds,

d) Account balance enquiries,

e) Collection of know your customer (KYC) information,

f) Open an account through the alternative channels,

g) Register to become a member of the SACCO,

h) Offer limits to the banking services that the service can offer,

i) Grant loans on behalf of the SACCO, and

j) Secure customer's information confidential data.

5.8.23.3 Internet Banking Services

It should be able to support the following banking services:

a) Deposits and withdrawals,

b) Payments of bills and loan repayments,

c) Electronic transfer of funds,

d) Account balance enquiries,

e) Collection of know your customer (KYC) information,

f) Open an account through the alternative channels,

g) Register to become a member of the SACCO,

h) Offer limits to the banking services that the service can offer,

i) Grant loans on behalf of the SACCO, and

j) Secure customer's information confidential data.

5.8.24 Electronic Document Management Systems

The SACCO seeks an Electronic Document Management System (EDMS) that will manage the creation, storage and control of documents electronically. The primary function of an EDMS is to manage electronic information within an organization's workflow hence reducing the paperwork involved and the subsequent effectiveness in document management.

Required Standards

- Ability to allow structured access to SACCO records
- Ability to capture and manage electronic records in a way that meets requirements for parameters such as trustworthiness, completeness, accessibility, legal admissibility, and durability.
- Provide a standard mode of capturing the images through PDF, JPEG, JNG e.t.c.
- Ability to manage all the required file formats that constitute official records.

- Preserve the record's required metadata.

Required functions

At a minimum, the EDMS should provide:

i. A security control feature that controls which users have access to which information.

ii. Addition, designation, and version control that allows users to add documents to the system and designate a document as an official SACCO record. It should also automatically assign the correct version designation.

iii. The EDMS should allow the SACCO to capture and use the appropriate metadata.

iv. It should manage the SACCO records and include the ability to perform records management functions in line with the registry. It must be able to provide secure access, maintain the record's context within a record series, and automate the execution of disposition instructions for all records in the system.

v. It should allow the storage of documents within the EDMS.

vi. Have a Free-text search feature.

vii. Allows for automatic conversion of documents if a given format is desired in the parameters.

viii. Compound document management for the documents that will have multiple formats

5.9 Scope of Work

The scope of work includes:

1) The supply, installation, implementation, testing and commissioning of an integrated Sacco information system.

2) Setup of necessary IT security measures all aspects of the integrated Sacco information system.

3) Supply and installation/setup of the appropriate client software, licenses, kits etc.

4) Training of the users and administrators

5) Provision of warranty after successful commissioning (go-live) of system.

6) Provision of support after go live.

7) Preparation and timely submission of project reports.

5.10 Deliverables

1) Inception report giving a detailed understanding of the assignment.

2) Project charter.

3) A detailed work plan.

4) Risk management report

5) Functional Requirements Design

6) Data migration plan

7) Weekly status reports

8) Training of administrators and end users

9) Signoffs for key milestones

10) Installed and commissioned system

11) Installed and configured supporting hardware and software systems as applicable.

12) Final project report

14) Service level agreement (SLA)

15) Updated user manual for the software and administrator guide both online and physical

5.11 Outcome and Performance Standards

The vendor is expected to produce a complete project checklist, with milestone markers and delivery dates upon starting the project. The vendor should schedule weekly progress meetings for the duration of the project.

5.12 Maintenance and Support

Following the successful completion of the project, the vendor is required to provide the following support information regarding technical support and other vendor services.

a) Materials describing the process for reporting a system failure in any of the components of the proposed system.

b) The methods available for contacting tech support (phone, email, website, etc.) including escalation procedures.

c) Standard warranty and maintenance for the system.

d) Upgrade path for the software and any annual support fee for the software.

e) The vendor should specify the licenses model and upgrade path.

5.13   Documentation

Following completion of the project, the vendor is required to provide the following documentation regarding the scope of the project:

- **Detailed Technical Report**-A document developed for the use of technical team.
- **Executive Summary Report** - A document developed to summarize the scope, approach, and results, in a manner suitable for the Board and management.

5.14   Firms Experience

1) The bidder should have history of operation as a supplier and installer of the proposed system.

2) The bidder must demonstrate thorough knowledge on the business processes of the proposed system in any institution with similar business processes.

3) The bidder must provide a written statement on security of the system, declaring any past or existing vulnerability experienced in the system and any known breaches to date.

4) The bidder must submit at least Five (5) sites where the proposed system has been or is being implemented locally.

5) Technical specialists with at least three (3) years' experience of installing and configuring the proposed or related systems. The specialists should have the relevant certificates that indicate skills and training in installing, configuring,

implementing and commissioning information of the nature proposed in the contract.

6) Must provide a sample copy of an elaborate SLA that guarantee accessibility, availability and security of the system including penalties on failures on the provider side.

6.0 Standard Forms

6.1   PRICE SCHEDULE FORMS

6.1.1 Acquisition and Implementation costs

General Area	Specific details/Modules	Cost (all taxes included)	Remarks
Core Banking			
Support Modules			
Alternative Channels			
Training Costs			
Other Costs			

Authorized Official: ………………………………………….. …………

Signature   …………………………………………………………..

Date   ………………………………………………………………..

Rubber Stamp of vendor

_____

6.1.2   Post Implementation Costs

Based on the information contained in the technical specifications as well as your proposal to the SACCO, provide a breakdown of all the costs to be paid by the SACCO for the subsequent four (4) years.

Any charges such as annual maintenance, annual license fee and software support cost should be clearly stated. The privileges that will be experienced by subscribing to such annual charges should be clearly stated. e.g. Maintenance and product upgrade costs etc.

These costs should be declared exclusive of applicable taxes.

Item / Period	Year 1	Year 2	Year 3	Year 4
License costs				
Training costs				
Annual Maintenance costs				
Upgrade costs				
Integration costs				
Other costs				

6.1.3 Branch setup cost

Provide indication of how much it will cost Jamii SACCO as regards the system for branch setup if it decides to setup branches.

_____
_____
_____

Authorized Official: …………………………………….. …………

Signature   ………………………………………………………..

Date   …………………………………….…………………………..

Rubber Stamp of vendor

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6.2   TENDER SECURITY FORM

Whereas ………… [*Name of the vendor*] (Hereinafter called "the vendor") has submitted its tender dated
……… [*Date of submission of tender*] for the …………… [*Name and/or description of the tender*] (Hereinafter
Called "the Tender")

KNOW ALL PEOPLE by these presents that WE ………………… of ………… [Name of Insurance Company] having our registered office at …………… (Hereinafter called "the Guarantor"), are bound unto …………….. [*Name of Procuring Entity*](Hereinafter called
"The Procuring Entity") in the sum of ………………… (Currency and guarantee amount) for which payment
Well and truly to be made to the said Procuring Entity, the Guarantor binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Guarantor this_____ day of   20_____

THE CONDITIONS of this obligation are:

If after tender opening the vendor withdraws his tender during the period of tender validity specified in the instructions to vendors, or

If the vendor, having been notified of the acceptance of his tender by the Employer during the period of tender validity:

Fails or refuses to execute the form of Agreement in accordance with the Instructions to Vendors, if required; or
Fails or refuses to furnish the Performance Security, in accordance with the Instructions to Vendors;

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

This 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 Guarantor not later than the said date.

    [Date]   [Signature of the Guarantor]

    [Witness]   [Seal]

6.3   KEY PERSONNEL DETAILS

Name	Designation	Years with the company	Qualifications

I certify that the above information is correct.

Name_____

Designation_____

Date_____

Stamp

6.4 BIDDER'S LITIGATION HISTORY FORM

Name of Contract Supplier_____

Contractors/Suppliers should provide information on any history of litigation or arbitration resulting from contracts executed in the last five years or currently under execution

YEAR	AWARD FOR OR AGAINST	NAME OF CLIENT, CAUSE OF LITIGATION AND MATTER IN DISPUTE	DISPUTED AMOUNT (KSHS. EQUIVALENT)

I certify that the above information is correct.

Name_____

Designation_____

Date_____

Stamp

6.4 BIDDER'S EXPERIENCE REQUIREMENTS FORM

Provide a list of 3 (three) reputable clients for whom they have offered similar assignments in the format below.

No.	Contact Information	Details
1	Name of financial institution	
	Asset size of the institution	
	Duration of implementation period	
	Contact Person	
	Designation	
	Can Jamii SACCO contact?	
	Telephone Number	
	e-mail address	
2	Name of financial institution	
	Asset size of the institution	
	Duration of implementation period	
	Contact Person	
	Designation	
	Can Jamii SACCO contact?	
	Telephone Number	
	e-mail address	
3	Name of financial institution	
	Asset size of the institution	
	Duration of implementation period	
	Contact Person	
	Designation	
	Can Jamii SACCO contact?	
	Telephone Number	
	e-mail address	

6.5 SWORN STATEMENT

Having studied the RFP for the supply, installation, testing and commissioning of an integrated MIS and hereby prepared this proposal, we hereby state:

The information furnished in our application is accurate to the best of our knowledge. We have also enclosed all the required documents and information required for the pre-qualification and evaluation.

We commit to adhering to the conditions of the RFP as the SACCO makes a choice of the vendor for this project.

Applicant's Name ………………………………………………………………………..

Represented by ………………………………………………………………………

Signature ……………………………………………………………………………

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

7.0 Comprehensive Questionnaire

Company's Name_____

REQUEST FOR SOFTWARE PROPOSAL QUESTIONNAIRE

Background items	STATUS/TIME SPAN
►**Administration**	
The company name	
The notification time frame for vendor demonstrations and/or site visits.	
The selected vendor's proposal and response to this RFP will be included as exhibits in the contract with the vendor.	
The vendor must state in the contract that all features and functions described in the proposal as part of the system will be present in the initially installed system.	
► **Instructions**	
Provide these supporting materials: a) executive summary, b) company, c) software, d) hardware, e) references, f) documentation, g) implementation, h) sample contract, i) other.	
The **company section** should include literature about your company, products and services.	
The **references section** should list at least 3 customers. Provide name, address, contact person, phone, software, hardware and date installed.	

The **documentation section** should describe all documentation included with the system. Include table of contents pages from the manuals.	
The **implementation section** should include an implementation plan and training schedule. Also provide ongoing training schedules, class descriptions and costs.	
►**Profile**	
The proposed financial system is **<vendor name>** running on a **<hardware name, model>** using the **<operating system name>** operating system.	

General Questions	Status	Comments
▶ **Vendor Profile**		
How many years has your company been in business?		
What form of ownership (e.g. corporation, private) exists for your company?		
What were your company's gross and net revenues during the last three years?		
How many employees are dedicated to support, implementation, and development of the proposed system?		
How many NEW customers acquired the proposed system three years? List per year.		
Is your company involved now in any litigation with a customer or other entity? Within the past 3 years? If yes, briefly describe.		
What is your VAT, registration Number PIN Registration		
▶ **Software**		
When was the software first developed and installed? When was the last major release or upgrade?		
When is the next major software upgrade planned for this system? Briefly, what will be new?		
System Interface – The software offers a Graphical User Interface for user friendliness - drag and drop capability		
Are all software upgrade costs (e.g. custom programming, installation, training) included in support fees? If not, explain.		

Will your company guarantee in the contract that the software will comply with all current and future government laws at no extra cost?		
List per Category Institutional clients (1) SACCOs(2) Banks (3) microfinance Institution (4) Other		
Provides Supports for ATM Services?		
System is Desktop, Web based, Web-enabled?		
Provide support for phone or internet banking		
Support collecting funds on behalf of external institution		
Provide license for other software installed 1) database 2) Operating system		
Availability of standard enquiry module		
Support Multi-branch environment with a central database		
Support group lending among other common SACCO products		
Availability of standard reporting tool (1) Crystal report (2) My Eureka (3) Other		
Provide user ability to create own reports		
Provide ability to save reports in (1) XLS (2) PDF and other formats		
Store different sets of budget figures to project future needs and compare projections.		
Automatically create budgets using prior-year information, or choose from other computation methods.		
► **Support**		
Where is the nearest software support office to our location?		

How many technical staff? How many programmers?		
Do you have a guaranteed response time for answering customer problem calls? If yes, what is it?		
How and when are known software problems (e.g. bugs, errors) resolved? Do you publish a list of known problems?		
How are the support fees billed (e.g. fixed amount, variable, hourly)?		
Is travel time to our site billable? If so, at what rate? Briefly explain policy.		
Will your company assume prime responsibility for all aspects of hardware and software implementation?		
Will initial training be performed at our offices or at your facilities?		
What is maximum delivery time for custom programming jobs? Will you guarantee this in the contract?		
▶ **Database**		
Support database used (1) Oracle (2) Sybase (3) MS SQL (4) My SQL (5) Other Specify		
Does your system include any database reporting tools or special links to popular reporting products that run under Windows? Which ones?		
Will you provide a complete database dictionary that defines the contents and links for each record and field, and allow access to the database from other Windows applications?		
Are DDE (Dynamic Data Exchange) and OLE (Object Linking and Embedding) supported? Can other Windows programs query your data and obtain access to records and field?		
Does the database include any functions that are designed to ensure integrity and fault-tolerance in a network environment?		

▶ **Hardware and Network**		
On what hardware platforms and operating systems does the system run?		
Briefly describe the system architecture (e.g. centralized, network, open systems, PC based, LAN, etc.).		
What safeguards (e.g. fault tolerance, hardware redundancy) are included that eliminates unplanned downtime?		
How much memory (e.g RAM) can be added to the main computer or file server?		
What is the maximum number of users or peripherals (e.g. printers, CRTs, workstations) that can be supported?		
If the system employs a network does it support TCP/IP?		
What items (e.g. cabling, air conditioning, backup power supply) are required that are not included in your proposal?		
▶ **Operations**		
What personnel and qualifications do we need to support and operate this system from the SACCO perspective?		
Does the system require regularly scheduled (e.g. daily, monthly) down time for backups, system maintenance, etc.? Briefly explain.		
What are the data retention capabilities and recommendations for maintaining history on-line?		
▶**Functional requirements for the Society**		
▶**Customer Information**		
Ability to create new customer with a system generated number		
Provide for customer Centric Information in the system e.g ID,		

Name, Contacts etc		
Ability of search customer by any character in any field		
Ability to admit individual, Group and partnership membership, Institution-with necessary information on their registration, signatories, contacts and any other necessary information.		
Ability to prompt user on any other account associated with the client		
Provide for relevant fees e.g Registration fee		
Ability to use ID number as a key customer identification- to avoid different accounts being opened for the same customer		
Support entry and tracking of applicant information with ability to automatically use demographic data upon membership		
Provide report on list of members with specific feature. E.g. age, gender, region, loans above or below certain amounts, etc		
Provide member list by job business/employer within departments including phone numbers, emergency contact and phone.		
Provide report of employer remittances (Check off, payouts etc)		
Print report of members who have not submitted payments/ savings/ shares etc for a specified period e.g. 30 days 45 days 90 day, six months.		
Print list of members needing advice on various issues e.g. loans declined, approved, deposits maturing		
Support image management i.e. member photo & Signature call up at Teller terminal for identification		
Print new members report showing name, department, position, status,		

Provide for enquiries and amendment of guarantors with authorization		
Provide for enquiries and amendments for Next of Kin details		
Provide a single inquiry screen showing member's savings and loan account balances.		
Support a search within the entire membership by member number ranges when looking for a specific number.		
Provide ability to calculate and display a member's total available funds.		
Provide ability to maintain unfavorable information on a member's account and display on a secured inquiry screen.		
Provide ability to display or print selected member account transaction history for designated periods.		
Dormant accounts management; recognition of dormancy, restricted withdrawals, seek activation authorization , automated activation charges, Reports etc		
Accounts closure management		
Reports on inactive accounts; seek authorization on inactive accounts before transactions are done on defined parameters		
Automatic archiving inactive accounts		
▶ **Teller Processing**		
Supports inter-teller transactions		
Generate fees transaction slips capturing among others the member's details		
Teller transaction reversals / error corrections		
Support on-line help screens for tellers.		

Provide ability for tellers to perform multiple transactions without the need to re-enter the member's account again.		
Automatically prompt the teller whether a referral is required-limit authorization, insurance limit prompts, etc		
Provide a report listing teller transactions by type on a daily and monthly basis including any authorized transactions		
Serialized teller transactions with accompanying reports		
Automated payment vouchers.		
Batch payments management with generation of user defined reports.		
Segregation of duties during batch processing		
Cheque management; clearing, user defined reports, effect necessary charges		
Treasury Management; treasury journal, Cash transfers across tellers; Generation of necessary reports		
▶**Savings**		
Provide for individual & group savings		
User defined savings products; standing orders, savings repay loan options etc		
Interest computation and Bonus		
Savings Module to support recovery of cheque clearance fees, ledger, entrance fees etc		
Interest Computation (1) Minimum Daily Balances (2) Minimum Monthly (3) Balances (Minimum Quarterly Balances (5) Average Monthly Balances (6) User defined.		
Support black listing of categorized members		

Transfer group members from one group to another		
Provide group membership statement		
Support account closure and provide report.		
Provide support for issue of Customer Sacco cheques		
Provide support for ATM services, Mobile Banking, Internet ,Agency Banking and POS		
Time/Fixed deposit product		
Provide ability for the SACCO to determine and change the length and amounts for minimum qualification of certificates without vendor assistance.		
Automatically generate pre-maturity notices.		
Provide ability to automatically calculate early withdrawal penalties.		
Provide support for call deposit/ Recurring Deposits		
► **Shares**		
Support dividend computation monthly, quarterly, semi-annually, annually or at maturity.		
Provide ability to compute share dividends by: variable rate per balance plateaus (e.g. on the plateau balances only, or the whole balance if desired.)		
Provide ability to automatically prevent a transaction if the account balance drops below the share pledge amount.		
Provide ability to close out a share account balance, calculate and disburse dividends to the close-out date, and transfer funds to another share type in one transaction.		

Provide ability to establish additional share accounts with zero balances for an existing member.		
Allow for savings/deposits to loan offsetting		
Provide for limits by product by account		
Provide for share transaction listing (daily, monthly, other)		
Provide ability to automatically calculate early withdrawal penalties.		
Allow share to be received and posted concurrently with teller operations.		
Provide for members ledger		
► **Loans**		
Support 360- and 365-days interest calculation, daily, monthly average, quarterly.		
Provide ability to transmit and receive information from credit reference bureaus.		
Provide ability to process cash advance, open and closed-end loans.		
Provide ability to produce finished documents including disclosures and notes.		
Support reversals of payments made on the same day and make all needed adjustments of interest, principal, due dates and late charges.		
Swipe standing orders on loan repayments- recover available funds from account for loan repayments		
Automatically recognize interest earned every month		
Ability to handle Individual and group products i.e. Group		

Lending		
Automatically generate loan repayment schedule, modifiable with change in date, principal, or interest Amount		
Manage Guarantors: release when Loan is fully paid.		
Manage security / Collateral		
Able to distinguish restructured loans/rescheduled loans from regular loans.		
Provide for repayment history		
Provide for open and closed contracts		
Provide for personal ledger for per member		
IFRS 9 compliant especially on loans issued		
Distinguish delinquency management facilities Loan in arrears by 1 day 1week 1 month 3 months 6 months		
Historical loans by member records		
Loan tracking(applied pending, approved, disbursed, rejected)		
Provide List of black listed Members (loans)		
Provide option to write of loans		
Provide for loan appraisal		
Provide for portfolio analysis		
Loan ageing Analysis.		
Support Interest type (1) Flat rate (2) Declining Balance (3) Fixed Rates (4) Discounted rates (5) Floating /Variable Rate (6) User Defined.		

Support online appraisal based on shares guarantor validity past payment		
Lending Methodologies (1) Individual client (2) Group Lending (3) Partnership (4) Institution		
Provide report All loans registered by product and by Loans officer		
Loans status by product; by Loans officer.		
Appraisal tag comments from Loans Officer		
Generate slips for loan rejected, applications received		
Generate slip to guarantors for defaulting loanee		
►**Guarantor/Collateral module**		
Provide for guarantee by value and by number of guarantors		
Allow for loans being repaid by guarantors		
Revaluation of collateral, types of collateral, market value Per value, Depreciation of collateral		
Set Minimum and maximum level of guarantors		
Release guarantors upon repayment		
Block refund to guarantors on deposit until guarantor replacement.		
Provide for Liability report per customer		
Limit change authorization		
► **Insurance/Deceased Members**		
Insurance/sinking fund management		

Provide Deceased member management of expenses and payment to trustee or next of kin.		
Provide ability to set parameters for insurance premium charges for aggregate loan balance and payments.		
► **ATMs**		
Support ATM processing.		
Support ATM card capture and negative files by designated parameters.		
Provide ability for the Sacco to restrict a member's ATM usage on a share account without hindering over-the-counter transactions.		
Support networked Point-of-Sale (POS) terminals.		
Provide ability to determine fee assessment based on ATM terminal ID.		
► **Debit Cards**		
Support VISA and MasterCard processing. Describe in comments.		
Support debit card processing. Describe in comments.		
►**Internet Banking**		
Support Internet Banking infrastructure		
Provide ability for the Sacco to restrict a member's Deposit and withdrawal limit		
Support the latest data security technologies		
Ability to provide Activity Logs		
►**Agency Banking**		

Support Agency Banking infrastructure		
Provide ability for the SACCO to restrict a member's deposit and withdrawal limit		
Support the latest data security technologies		
Ability to provide Activity Logs		
►**Mobile Banking**		
Support mobile banking infrastructure		
Provide ability for the SACCO to restrict a member's deposit and withdrawal limit		
Support the latest data security technologies		
Ability to provide Activity Logs		
►**Limits/Collateral**		
Provide for Liability report per customer		
Limit change authorization		
Provide for user defined limits per product and per account		
Provide for definition of collateral ownership		
Provide for collateral values with time and details		
►**Enquiries and Reports**		
Provide for Responsive Cash flow report		
Provide for Detailed and Summary trial balance		
Provide for Income statement /P&L		

Provide for Loan Activities report		
Provide for Portfolio report		
Provide for Loan aging report.		
Provide Enquiry overdue items loans and shares including variance		
► **General Ledger/ accounting**		
Support a standard, multi-tiered Sacco G/L chart of accounts.		
Provide ability to limit access to the G/L.		
Provide ability for journals to be effective dated to the preceding month. Separate posting date from value date		
Provide statistical, budgetary and managerial reports by department		
Support General Accounting application (1) Internally (2) Externally which ones		
Has in built Human Resource, Payroll, Asset management, Procurement modules		
Provide for Extensive comparative and historical data.		
Auto-reverse entries to eliminate manual tracking of accruals		
Lock periods to prevent unauthorized changes.		
Print consolidated statements, or print statements for any accounting division represented by an account number segment code.		
Produce monthly, quarterly, semi-annual and annual comparative statements and ability to send financial statements via email.		

Provide Multi level budgeting		
Provide for Resource re-allocation		
No of Standard reports and enquiries		
Store different sets of budget figures to project future needs and compare projections.		
Automatically create budgets using prior-year information, or choose from other computation methods.		
▶ **Security**		
Provide ability for security levels to be assigned by position and by task.		
Provide security levels for loan transactions that are different than those for other accounts.		
Record and report unsuccessful sign-on attempts to a teller station.		
Provide ability to combine the activity of one teller working at multiple workstations in the course of the day into one teller balance report.		
Support security access to the field level		
Provide for tamper proof system audit		
Provide Support referrals		
Track inputter authorization per activity		
Available Online Help		
▶**Backup and Recovery**		
Provide Backup and Recovery mechanisms		

Provide Day end processing		
Provide both full and incremental backups,		
Maintain the Status of each user after Recovery		
Provide Fault tolerance and robustness		
►**End of period processing**		
Provide user Definable period duration		
Process, accrue and post interest at proper intervals		
Calculated and post Late fees, penalties appropriately		
►**Support Infrastructure, Maintenance and Upgrade Strategy**		
Provide Bug Tracking system		
Provide manuals for end-users, administrators, for training purposes		
Provide Documented change request procedure		
►**Helpdesk**		
Available Help desk for support		
Support by E-mail, Phone, on-site, etc		

KEY

AV	Available
RE	Requires Enhancement (Provide time frame)
NA	Not Available. Cannot be provided