

BOMET WATER & SANITATION CO. LTD (BOMWASCO)



EXPRESSION OF INTEREST (EOI)

**TENDER FOR SUPPLY, INSTALLATION,
CONFIGURATION, CUSTOMIZATION, TESTING,
COMMISSIONING AND MAINTENANCE OF AN
ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM FOR
BOMWASCO**

TENDER NO. BOMWASCO/001/2021-2022

**TENDER CLOSING/OPENING DATE: 12th APRIL, 2021 -TIME: 12.00 NOON
(EAST AFRICA TIME)**

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**SECTION I- INVITATION TO TENDER
TENDER NO. BOMWASCO/001/2021-2022**

TENDER NOTICE

TENDER FOR SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION, TESTING, COMMISSIONING AND MAINTENANCE OF AN ERP SYSTEM FOR BOMWASCO.

BOMWASCO is a corporate entity incorporated under the Companies Act (Chapter 486, Laws of Kenya) wholly owned by the County Government of Bomet. Pursuant to the provisions of the Water Act 2016, the Company is an agent of County Government of Bomet and is mandated to provide water and sanitation services for Bomet County and its environs.

BOMWASCO invites sealed bids from eligible bidders for Supply, Installation, Configuration, Customization, Testing, Commissioning and Maintenance of an ERP System.

Detailed Expression of Interest (EOI) documents detailing the requirements can be downloaded free of charge from the utilities websites; www.bometwater.co.ke or through email requests to bomwasco@gmail.com and info@bometwater.co.ke

A completed Expression of Interest (EOI) **Technical Proposal** document in plain sealed outer envelope enclosing separately sealed envelopes (in "original" and "copy" properly bound) and a completed Expression of Interest (EOI) **Financial Proposal** document in plain sealed outer envelope enclosing separately sealed envelopes (in "original" and "copy" properly bound) shall be placed in an outer envelope, sealed and clearly marked " **DO NOT OPEN**" **BOMWASCO/001/2021-2022-SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION, TESTING, COMMISSIONING AND MAINTENANCE OF AN ERP SYSTEM** should be deposited in BOMWASCO Tender Box at the Company's offices located at BOMWASCO offices, kipchamba street opp. Famous gate restaurant Bomet town on or before 12th April, 2021 at 12.00 noon East Africa Time and should be addressed to:

**The Managing Director
Bomet Water and Sanitation Company Ltd
P.O. Box 588- 20400
BOMET, KENYA**

INTRODUCTION

- 1.1 This standard tender document for Supply, Installation, Configuration, Customization, Testing, Commissioning and Maintenance of an ERP System has been prepared for use by public entities in Kenya.
- 1.2 The following general conditions should be observed when using the document.
 - a) Specific details should be furnished in the tender notice and in the special conditions of contract. The final document to be provided to the tenderers should not have blank spaces or give options.
 - b) The instructions to the tenderers and the general conditions of contract should remain unchanged. Any necessary amendments to these parts should be made through the special conditions of contracts and the appendix to instructions to the tenderers.
- 1.3 Information contained in the invitation to tender shall conform to the data and information in the tender documents to enable potential tenderers to decide whether or not to participate in the tender and shall indicate any important tender requirements.
- 1.4 The invitation to tender shall be issued as an advertisement in accordance with the regulations as a letter of invitation addressed to tenderers who have expressed interest following an advertisement of a prequalification tender.
- 1.5 The cover of the tender document shall be modified to include:
 - i. Tender number.
 - ii. Tender name.
 - iii. Name of procuring entity.
- 1.1 BOMWASCO invites sealed bids from eligible bidders for Supply, Installation, Configuration, Customization, Testing, Commissioning and Maintenance of an ERP System
- 1.2 Interested eligible bidders may view/ obtain/download at www.bometwater.co.ke or request from email bomwasco@gmail.com and info@bometwater.co.ke or obtain further information from and inspect the tender documents at **Bomet Water and Sanitation Co. Ltd, Head Office, BOMWASCO OFFICES, Along Kipchamba street, P.O. Box 588-20400, Bomet, Kenya** during normal working hours Monday to Friday between 0800hrs to 1700hrs (East Africa Time).
- 1.3 Prices quoted should be net inclusive of all taxes, must be in Kenya Shillings and shall remain valid for (90) days from the closing date of the tender.
- 1.4 Completed tender documents are to be enclosed in plain sealed envelopes marked with tender reference number and be deposited in the Tender Box at **Bomet Water and Sanitation Company Ltd, Head Office, BOMWASCO offices, Along Kipchamba St., P.O. Box 588-20400,**

Bomet, Kenya so as to be received on or before **12th April, 2021 at 12:00 noon.**

- 1.5** Tenders will be opened immediately thereafter in the presence of the bidders or their representatives who choose to attend at **BOMWASCO Company's BoardRoom**

SECTION II-INSTRUCTIONS TO TENDERERS

2.1 Eligible Tenderers

- 2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Appendix to Instructions to Tenderers. Successful tenderers shall complete the Supply, Installation, Configuration, Customization, Testing, Commissioning and Maintenance of an ERP System by the intended completion date specified in the tender documents.
- 2.1.2 BOMWASCO employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 131 of the Act.
- 2.1.3 Tenderers shall provide the qualification information statement that the tenderer (including all members of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by BOMWASCO to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this Invitation for tenders.
- 2.1.4 Tenderers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2 Cost of Tendering

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

2.3. Contents of Tender Document

- 2.3.1 The tender document comprises the documents listed below and addenda issued in accordance with clause 2.1 of these instructions to tenderers
- (i) Invitation to Tender
 - (ii) Instructions to Tenderers
 - (iii) General Conditions of Contract
 - (iv) Special Conditions of Contract
 - (v) Schedule of requirements
 - (vi) Technical Specifications
 - (vii) Tender Form and Price Schedules
 - (viii) Tender Security Form
 - (ix) Contract Form
 - (x) Performance Security Form
 - (xi) Bank Guarantee for Advance Payment Form
 - (xii) Manufacturer's Authorization Form
 - (xiii) Confidential Business Questionnaire Form
 - (xiv) Declaration form

- (xv) Request for Review Form
- (xvi) Declaration Form Statement of Verification That Not Debarred In The Matter Of The Public Procurement And Asset Disposal Act, 2015
- (xvii) Warranty Consent and Proposal For Delivery Dates

The Tenderer 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 tenderers risk and may result in the rejection of its tender.

2.4 Clarification of Tender Documents

- 2.4.1 A prospective tenderer making inquiries of the tender documents may notify BOMWASCO in writing or by post at the entity's address indicated in the invitation for tenders. BOMWASCO will respond in writing to any request for clarification of the tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of tenders, prescribed by BOMWASCO. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderers that have received the tender document.
- 2.4.2 BOMWASCO shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

2.5 Amendment of Tender Documents

- 2.5.1 At any time prior to the deadline for submission of tender, BOMWASCO for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.
- 2.5.2 All prospective tenderers that have obtained the tender documents will be notified of the amendment in writing or by post and will be binding on them.
- 2.5.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, BOMWASCO at their discretion, may extend the deadline for the submission of tenders.

2.6 Language of Tender

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

2.7 Documents Comprising the Tender

- 2.7.1 The tender prepared by the tenderers shall comprise the following components.
- (a) a Tender Form and a Price Schedule completed in accordance with paragraph 2.8 and 2.9 below
 - (b) documentary evidence established in accordance with paragraph 2.11 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
 - (c) documentary evidence established in accordance with paragraph 2.13 that the goods and ancillary services to be supplied by the tenderer are eligible goods and services and conform to the tender documents; and
 - (d) tender security furnished in accordance with paragraph 2.14
 - (e) Confidential Business Questionnaire in accordance with paragraph 7.2

2.8 Tender Form

- 2.8.1 The tenderer shall complete the Form of Tender and the appropriate Price Schedule furnished in the tender documents, indicating the system to be supplied, installed and commissioned and a brief description of the system, their country of origin, quantity, and prices.

2.9 Tender Prices

- 2.9.1 The tenderer shall indicate on the appropriate Price Schedule the unit prices where applicable and total tender price of the system and installation it proposes to supply under the contract.
- 2.9.2 Prices indicated on the Price Schedule shall be entered separately in the following manner:
- (i) The price of the system quoted EXW (ex-works, ex-factory, ex warehouse, ex showroom, or off-the-shelf, as applicable), including all customs duties and sales and other taxes already paid or payable;
 - (ii) Charges for inland transportation, insurance, and other local costs incidental to delivery of the goods to their final destination; and
 - (iii) Installation charges shall also be indicated separately for each system
- 2.9.3 Prices quoted by the tender shall remain fixed during the Tender's performance of the contract. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.22 unless otherwise agreed by the parties.

2.10 Tender Currencies

- 2.10.1 Prices shall be quoted in the following currencies:
- (a) For ERP System that the tenderer will supply from within Kenya, the prices shall be quoted in Kenya Shillings; and
 - (b) Cost of Installation, Configuration, Customization, Testing, Commissioning and Maintenance of an ERP System will be in Kenya Shillings.

2.11 Tenderers Eligibility and Qualifications

- 2.11.1 Pursuant to paragraph 2.1. The tenderers shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if its tender is accepted.
- 2.12.1 The documentary evidence of the tenderers eligibility to tender shall establish to BOMWASCO's satisfaction that the tenderer, at the time of submission of its tender, is from an eligible source country as defined under paragraph 2.1
- 2.12.2 The documentary evidence of the tenderer qualifications to perform the contract if its tender is accepted shall establish to BOMWASCO 's satisfaction;
- (a) That, in the case of a tenderer offering to supply system under the contract which the tenderer did not manufacture or otherwise produce, the tenderer has been duly authorized by the system, Manufacturer or producer to supply the system
 - (b) That, the tenderer has the financial, technical, and production capability necessary to perform the contract;
 - (c) That, in the case of a tenderer not doing business within Kenya, the tenderer is or will be (if awarded the contract) represented by an Agent in Kenya equipped, and able to carry out the Tenderer's maintenance obligations prescribed in the Conditions of Contract and/or Technical Specifications.

2.13 Goods Eligibility and Conformity to Tender Document

- 2.13.1 Pursuant paragraph 2.2 of this section, the tenderer shall furnish, as part of its tender documents establishing the eligibility and conformity to the tender documents of all system which the tenderer proposes to supply under the contract
- 2.13.2 The documentary evidence of the eligibility of the goods shall consist of statement in the Price Schedule of the country of origin of the goods and services offered which shall be confirmed by a certificate of origin issued at the time of shipment.
- 2.13.3 The documentary evidence of conformity of the system to the tender documents may be in the form of literature, drawings, and data, and shall consist of:
- a) a detailed description of the essential technical and performance characteristic of the system
 - b) a list giving full particulars, including available source and current prices of special tools, etc., necessary for the proper and continuing functioning of the system for a period of (1) year, following commencement of the use of the system by BOMWASCO; and
 - c) a clause-by-clause commentary on BOMWASCO's Technical Specifications demonstrating substantial responsiveness of the goods and service to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.

2.13.4 For purposes of the commentary to be furnished pursuant to paragraph 2.13.3(c) above, the tenderer shall note that standards for workmanship, material, and system, as well as references to brand names or catalogue numbers designated by the Procurement entity in its Technical Specifications, are intended to be descriptive only and not restrictive. The tenderer may substitute alternative standards, brand names, and/or catalogue numbers in its tender, provided that it demonstrates to the Procurement entity's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

2.14 Tender Security

2.14.1 The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Appendix to Instructions to Tenderers.

2.14.2 The tender security shall be in the amount not exceeding 2% percent of the tender price.

2.14.3 The tender security is required to jointly protect BOMWASCO against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.14.7

2.14.4 The tender security shall be denominated in Kenya Shillings or in another freely convertible currency, and shall be in the form of

- a) A bankers cheque
- b) A bank guarantee

2.14.5 Any tender not secured in accordance with paragraph 2.14.1 and 2.14.3 Will be rejected by BOMWASCO as non-responsive, pursuant to paragraph 2.22

2.14.6 Unsuccessful Tenderer's tender security will be discharged or returned promptly but not later than thirty (30) days after the expiration of the period of tender validity prescribed by BOMWASCO.

2.14.7 The successful Tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.27 and furnishing the performance security, pursuant to paragraph 2.28

2.14.8 The tender security may be forfeited:

- a) if a tenderer withdraws its tender during the period of tender validity specified by BOMWASCO on the Tender Form; or
- b) in the case of a successful tenderer, if the tenderer fails:
 - i) to sign the contract in accordance with paragraph 2.27
 - or
 - ii) to furnish performance security in accordance with paragraph 2.28
- c) If the tenderer rejects correction of an arithmetic error in the tender.

2.15 Validity of Tenders

2.15.1 Tenderers shall remain valid for 60 days or as specified in the tender documents after date of tender opening prescribed by BOMWASCO, pursuant to paragraph 2.20. A tender valid for a shorter period shall be rejected by BOMWASCO as non-responsive.

2.15.2 In exceptional circumstances, BOMWASCO may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided under paragraph 2.14 shall also be suitably extended. A tenderer may refuse the request without forfeiting its tender security. A tenderer granting the request will not be required nor permitted to modify its tender.

2.16 Format and Signing of Tender

2.16.1 BOMWASCO 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.

2.16.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, except for unamended printed literature, shall be initialed by the person or persons signing the tender.

2.16.3 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

2.17 Sealing and Marking of Tenders

2.17.1 The Tenderer shall seal the original and each copy of the tender in separate envelopes, duly marking the envelopes as "ORIGINAL" and "COPY." The envelopes shall then be sealed in an outer envelope.

2.17.2 The inner and outer envelopes shall:

(a) be addressed to the procuring entity at the address given on the Invitation to Tender.

(b) bear the tender number and name in the Invitation to Tender and the words "DO NOT OPEN BEFORE **12th April, 2021 at 12:00 noon.**"

2.17.3 The inner envelopes shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared "late".

2.17.4 If the outer envelope is not sealed and marked as required by paragraph 2.17.2, BOMWASCO will assume no responsibility for the tender's misplacement or premature opening.

2.18 Deadline for Submission of Tenders

2.18.1 Tenders must be received by BOMWASCO at the address specified under paragraph 2.17.2 not later than **12th April, 2021 at 12:00 noon.**

2.18.2 BOMWASCO may, at their discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.6, in which case all rights and obligations of BOMWASCO and candidates previously subject to the deadline will therefore be subject to the deadline as extended

2.18.3 Bulky tenders which will not fit in the tender box shall be received by BOMWASCO as provided for in the Appendix.

2.19 Modification and Withdrawal of Tenders

2.19.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by BOMWASCO prior to the deadline prescribed for submission of tenders.

2.19.2 The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.17. A withdrawal notice may also be sent by cable, telex but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

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

2.19.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.14.7

2.20 Opening of Tenders

2.20.1 BOMWASCO will open all tenders in the presence of tenderers' representatives who choose to attend, on 12th April, 2021 at 12:00 noon and in the following location.

Bomet Water and Sanitation Services Co. Ltd, Head Office, P.O. Box 588-20400, Bomet, Kenya, Company's Board Room, at the Company office.

The tenderers' representatives who are present shall sign a tender opening register evidencing their attendance.

2.20.2 The tenderers' names, tender modifications or withdrawals, tender prices, discounts and the presence or absence of requisite tender security and such other details as BOMWASCO, at their discretion, may consider appropriate, will be announced at the opening.

2.20.3 BOMWASCO will prepare minutes of the tender opening.

2.21 Clarification of Tenders

- 2.21.1 To assist in the examination, evaluation and comparison of tenders BOMWASCO may, at their discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.
- 2.21.2 Any effort by the tenderer to influence BOMWASCO's tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers' tender.

2.22 Preliminary Examination and Responsiveness

- 2.22.1 BOMWASCO will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.
- 2.22.2 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
- 2.22.3 BOMWASCO may waive any minor informality or non- conformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or effect the relative ranking of any tenderer.
- 2.22.4 Prior to the detailed evaluation, BOMWASCO will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one, which conforms to all the terms and conditions of the tender documents without material deviations. BOMWASCO 'S determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.
- 2.22.5 If a tender is not substantially responsive, it will be rejected by BOMWASCO and may not subsequently be made responsive by the tenderer by correction of the non-conformity.

2.23 Conversion to Single Currency

- 2.23.1 Where other currencies are used, BOMWASCO will convert those currencies to Kenya Shillings using the selling exchange rate on the date of tender closing provided by the Central Bank of Kenya.

2.24 Evaluation and Comparison of Tenders

2.24.1 BOMWASCO will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.22

2.24.2 BOMWASCO 's evaluation of a tender will exclude and not take into account

- (a) in the case of system manufactured in Kenya or system of foreign origin already located in Kenya, sales and other similar taxes, which will be payable on the goods if a contract is awarded to the tenderer; and
- (b) any allowance for price adjustment during the period of execution of the contract, if provided in the tender.

2.24.3 The comparison shall be of the ex-factory/ex-warehouse/off-the-shelf price of the goods offered from within Kenya, such price to include all costs, as well as duties and taxes paid or payable on components and raw material incorporated or to be incorporated in the goods.

2.24.4 BOMWASCO 's evaluation of a tender will take into account, in addition to the tender price and the price of incidental services, the following factors, in the manner and to the extent indicated in paragraph 2.23.5 and in the technical specifications:

- (a) Delivery and installation schedule offered in the tender;
- (b) Deviations in payment schedule from the specifications in the Special Conditions of Contract;
- (c) The cost of components and mandatory service;
- (d) The availability in Kenya of after-sales service for the system offered in the tender;

2.24.5 Pursuant to paragraph 2.24.4 the following evaluation methods will be applied

(a) Delivery schedule

- i. BOMWASCO requires that the system under the Expression of Interest shall be delivered at the time specified in the Schedule of Requirements. Tenders offering deliveries longer than BOMWASCO's required delivery time will be treated as non-responsive and rejected.

(b) Deviation in payment schedule

Tenderers shall state their tender price for the payment of schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of this base price. Tenderers are, however, permitted to state an alternative payment schedule and indicate the reduction in tender price they wish to offer for such alternative payment schedule. BOMWASCO may consider the alternative payment schedule offered by the selected tenderer.

2.24.6 The tender evaluation committee shall evaluate the tender within 30 days of the validity period from the date of opening the tender.

2.24.7 Preference where allowed in the evaluation of tenders shall not exceed 15%.

2.25 Contacting BOMWASCO

2.25.1 Subject to paragraph 2.21 no tenderer shall contact BOMWASCO on any matter related to their tender, from the time of the tender opening to the time the contract is awarded.

2.25.2 Any effort by a tenderer to influence BOMWASCO in its decisions on tender, evaluation, tender comparison, or contract award may result in the rejection of the Tenderer's tender.

2.26 Award of Contract

(a) Post-Qualification

2.26.1 In the absence of pre-qualification, BOMWASCO will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.

2.26.2 The determination will take into account the tenderer financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 2.12.3 as well as such other information as BOMWASCO deems necessary and appropriate.

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

(b) Award Criteria

2.26.4 BOMWASCO will award the contract to the successful tenderer(s) whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

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

- a) Necessary qualifications, capability experience, services, system and facilities to provide what is being procured.
- b) Legal capacity to enter into a contract for procurement
- c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
- d) Shall not be debarred from participating in public procurement.
- e) Procuring Entity's Right to Accept or Reject Any or All Tenders

2.26.6 BOMWASCO reserve the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderer of the grounds for BOMWASCO's action

- 2.26.7 BOMWASCO may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination
- 2.26.8 BOMWASCO shall give prompt joint notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.
- 2.26.9 A tenderer who gives false information in the tender document about is qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

2.27 Notification of Award

- 2.27.1 Prior to the expiration of the period of tender validity, BOMWASCO will notify the successful tenderer in writing that its tender has been accepted.
- 2.27.2 The notification of award will signify the formation of the Contract but will have to wait until the contract is finally signed by both parties. Simultaneous other tenderers shall be notified that their tenders have not been successful.
- 2.27.3 Upon the successful Tenderer's furnishing of the performance security 10% pursuant to paragraph 2.29, BOMWASCO will simultaneously and inform the other tenderers that this tenders have not been successful

2.28 Signing of Contract

- 2.28.1 At the same time as BOMWASCO notifies the successful tenderer that its tender has been accepted, BOMWASCO will simultaneously inform the other tenderers that their tenders have not been successful.
- 2.28.2 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to BOMWASCO in the aforementioned address.
- 2.28.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.29 Performance Security

- 2.29.1 Within thirty (30) days of the receipt of notification of joint award from BOMWASCO, the successful tenderer shall furnish the performance security of 10% in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form jointly acceptable to BOMWASCO.
- 2.29.2 Failure of the successful tenderer to comply with the requirements of

paragraph 2.28 or paragraph 2.29 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event BOMWASCO may make the award to the next lowest evaluated Candidate or call for new tenders.

2.30 Corrupt or Fraudulent Practices

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

3.30.2 BOMWASCO will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

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

**Appendix to Instructions to Tenderers
Notes on the Appendix to the Instructions to Tenderers**

1. The Appendix to instructions to the tenderers is intended to assist BOMWACO in providing specific information in relation to corresponding clause in the instructions to Tenderers including in Section II and has to be prepared for each specific procurement.
2. BOMWASCO should specify in the appendix information and requirement specific to the circumstances of BOMWASCO, the goods and services to be procured and the tender evaluation criteria that will apply to the tenders.
3. In preparing the Appendix the following aspects should be taken into consideration;
 - a) The information that specifies and complements provisions of Section II to be incorporated
 - b) Amendments and/or supplements if any, to provisions of Section II as necessitated by the circumstances of the goods to be procured to be also incorporated
4. Section II should remain unchanged and can only be amended through the Appendix.
5. Clauses to be included in this part must be consistent with the public procurement law and the regulations.

Notes on the Appendix to the Instructions to Tenderers

	Item	Item Description
a)	Tenders closing date	12 th April, 2021
b)	Performance security	The qualified bidder shall be required to submit a performance security of 10% of the bid price

c)	Paginating the document	The Bid document must be properly bound and all pages properly paginated.
d)	Sealing of Bid Documents	<p>Completed Expression of Interest (EOI) <u>Technical Proposal</u> document in plain sealed outer envelope enclosing separately sealed envelopes (in "original" and "copy" properly bound) and Completed Expression of Interest (EOI) <u>Financial Proposal</u> document in plain sealed outer envelope enclosing separately sealed envelopes (in "original" and "copy" properly bound).</p> <p>Both envelopes shall be placed in an outer envelope, sealed and clearly marked "DO NOT OPEN" BOMWASCO/ERP/001/2021- 2022-SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION, TESTING, COMMISSIONING AND MAINTENANCE OF AN ERP SYSTEM should be deposited in BOMWASCO Tender Box at the Company's offices located at BOMWASCO offices along Kipchamba street – Bomet town on or before 12th March, 2021 at 12.00 noon and should be addressed to:</p> <p style="text-align: center;">The Managing Director Bomet Water and Sanitation Services Co. Ltd P.O. Box 588- 20400 Bomet, KENYA</p>

SECTION III-GENERAL CONDITIONS OF CONTRACT

3.1 Definitions

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

- (a) "The Contract" means the agreement entered into between BOMWASCO and the tenderer, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) "The Contract Price" means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations
- (c) "The Goods" means all of the system, machinery, and/or other materials, which the tenderer is required to supply to BOMWASCO under the Contract.
- (d) "BOMWASCO" means the organization purchasing the Goods under this Contract.
- (e) "The Tenderer" means the individual or firm supplying the Goods under this Contract.

3.2 Application

3.2.1 These General Conditions shall apply in all Contracts made by BOMWASCO for the procurement installation and commissioning of system to the extent that they are not superseded by provisions of other part of contract.

3.3 Country of Origin

3.3.1 For purposes of this clause, "Origin" means the place where the Goods were mined, grown or produced.

3.3.2 The origin of Goods and Services is distinct from the nationality of the tenderer and will be treated thus in the evaluation of the tender.

3.4 Standards

3.4.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications.

3.5 Use of Contract Documents and Information

3.5.1 The Candidate shall not, without BOMWASCO's prior written consent, disclose the Contract, or any provision therefore, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of BOMWASCO in connection therewith, to any person other than a person employed by the tenderer in the performance of the Contract.

3.5.2 The tenderer shall not, without BOMWASCO 's prior written consent, make use of any document or information enumerated in paragraph 3.5.1 above

3.5.3 Any document, other than the Contract itself, enumerated in paragraph 3.5.1 shall remain the property of BOMWASCO and shall be returned (all copies) to BOMWASCO on completion of the Tenderer's performance under the Contract if so required by BOMWASCO

3.6 Patent Rights

3.6.1 The tenderer shall indemnify BOMWASCO against all third- party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in BOMWASCO 's country

3.7 Performance Security

3.7.1 Within thirty (30) days of receipt of the notification of Contract award, the successful tenderer shall furnish to BOMWASCO the performance security of 10% where applicable in the amount specified in Special Conditions of Contract.

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

3.7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to BOMWASCO and shall be in the form of

- a) Bank guarantee
- b) Bankers cheque

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

3.8 Inspection and Tests

3.8.1 BOMWASCO or its representative shall have the right to inspect and/or to test the goods and services to confirm their conformity to the Contract specifications. BOMWASCO shall notify the tenderer in writing in a timely manner, of the identity of any representatives retained for these purposes.

3.8.2 Should any inspected or tested services fail to conform to the Specifications, BOMWASCO may reject the system, and the tenderer shall either replace the rejected system or make alterations necessary to make specification requirements free of costs to BOMWASCO.

3.8.3 Nothing in paragraph 3.8 shall in any way release the tenderer from any warranty or other obligations under this Contract.

3.9 Delivery and Documents

3.9.1 Delivery of the system, documents and installation of the same shall be made by the tenderer in accordance with the terms specified by Procuring entity in its Schedule of Requirements and the Special Conditions of Contract

3.10 Insurance

3.10.1 The vendor will be responsible for taking out any appropriate insurance coverage.

3.11 Payment

3.11.1 The method and conditions of payment to be made to the tenderer under this Contract shall be specified in Special Conditions of Contract

3.11.2 Payments shall be made promptly by BOMWASCO as specified in the contract

3.12 Prices

3.12.1 Prices charged by the tenderer for system delivered and installation performed under the Contract shall not, with the exception of any price adjustments authorized in Special Conditions of Contract, vary from the prices by the tenderer in its tender or in BOMWASCO request for tender validity extension as the case may be. No variation in or modification to the terms of the contract shall be made except by written amendment signed by the parties.

3.13 Assignment

The tenderer shall not assign, in whole or in part, its obligations to perform under this Contract, except with BOMWASCO's prior written consent

3.14 Subcontracts

3.14.1 The tenderer shall notify BOMWASCO in writing of all subcontracts awarded under this Contract if not already specified in the tender. Such notification, in the original tender or later, shall not relieve the tenderer from any liability or obligation under the Contract

3.15 Termination for Default

3.15.1 BOMWASCO may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part

(a) if the tenderer fails to deliver any or all of the system within the periods) specified in the Contract, or within any extension thereof granted by BOMWASCO

(b) if the tenderer fails to perform any other obligation(s) under the Contract

(c) if the tenderer, in the judgment of BOMWASCO has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

3.14.1 In the event BOMWASCO terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, system similar to those undelivered, and the tenderer shall be liable to BOMWASCO for any excess costs for such similar system.

3.15. Termination for convenience

3.15.1 BOMWASCO by written notice sent to the contractor may terminate the contract in whole or in part, at any time for

its convenience. The notice of termination shall specify that the termination is for BOMWASCO convenience, the extent to which performance of the contractor of the contract is terminated and the date on which such termination becomes effective.

- 3.15.2 For the remaining part of the contract after termination BOMWASCO may elect to cancel the services and pay to the contractor an agreed amount for partially completed services.

3.16. Liquidated Damages

- 3.16.1 If the tenderer fails to deliver and/or install any or all of the items within the period(s) specified in the contract, BOMWASCO shall, without prejudice to its other remedies under the contract, deduct from the contract prices liquidated damages sum equivalent to 0.5% of the delivered price of the delayed items up to a maximum deduction of 10% of the delayed goods. After this the tenderer may consider termination of the contract.

3.17. Resolution of Disputes

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

3.18. Language and Law

- 3.18.1 The language of the contract and the law governing the contract shall be English language and the Laws of Kenya respectively unless otherwise specified in the SCC

3.19. Force Majeure

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

3.22 Notices

- 3.22.1 Any notice given by one party to the other pursuant to this contract shall be sent to other party by post or by fax or Email and confirmed in writing to the other party's address specified.

- 3.22.2A notice shall be effective when delivered or on the notices effective date, whichever is later.

SECTION IV-SPECIAL CONDITIONS OF CONTRACT

Notes on Special Conditions of Contract

- (a) The clauses in this section are intended to assist BOMWASCO in providing contract-specific information in relation to corresponding clauses in the General Conditions of Contract
- (b) The provisions of Section IV complement the General Conditions of Contract included in Section III, specifying contractual requirements linked to the joint special circumstances of BOMWASCO and the goods being procured. In preparing Section IV, the following aspects should be taken into consideration.
- (c) Information that complement provisions of Section III must be incorporated and
- (d) Amendments and/or supplements to provisions of Section III, as necessitated by the circumstances of the goods being procured must also be incorporated.

4.1 Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, between the GCC and the SCC, the provisions of the SCC herein shall prevail over these in the GCC.

4.1.1 Conditions for award: - A tenderer shall be deemed to be the lowest evaluated if the tenderer has the highest combined scores after technical and financial evaluation. The Technical Score (TS) shall have a weighted score of 80% while the Financial Score (FS) shall have a weighted score of 20%.

4.1.2 Bidders shall be required to fill a delivery date schedule for the System.

	ITEM DESCRIPTION	PROPOSED DELIVERY DATE
1.		
2.		
3.		
4.		
5.		
6.		
7.		

4.1.3 Delay in, Supply, Installation, Configuration, Customization, Testing, Commissioning and Maintenance of the ERP system beyond the proposed delivery date or within the specified period in the contract, the procuring entity shall without prejudice to its other remedies under the contract, deduct from the contract prices liquidated damages sum equivalent to a minimum of 0.5% of the price of the performance up to a maximum deduction of 10% of the delayed performance. After this

BOMWASCO may consider termination of the contract.

- 4.1.4 Bidders shall be required to indicate their total bid price (inclusive of all duties and taxes) in the Form of Tender. **The form of tender shall ONLY be binding if it is duly filled, signed and stamped**, otherwise it shall be rejected.
- 4.1.5 The final bid price contained in the Form of Tender shall be inclusive of all Costs, duties and taxes associated with the Supply, Installation, Configuration, Customization, Testing, Commissioning and Maintenance of the proposed ERP system, user training and project team costs and associated system and maintenance support for the ERP system.
- 4.1.6 There shall be a one year warranty for the system and free maintenance support during the warranty period.
- 4.1.7 The successful bidder shall provide details, CVs and Certificates of the proposed project personnel and technical support team and contact persons responsible for the BOMWASCO project.
- 4.1.8 The successful bidder shall provide technical support to the various users and propose a project team for the entire project.
- 4.1.9 A detailed breakdown of all costs of the proposed ERP system shall be provided. Payment shall be made after the performance of the contract which shall include Supply, Installation, Configuration, Customization, Testing, Commissioning and Maintenance of the Enterprise Resource Planning System (ERP).
- 4.1.10 Payments shall be made after supply, delivery, installation, and customization and commissioning by the Procuring entity as specified in the contract.**
- 4.1.11 Prices charged by the supplier for the supply, delivery, installation, and customization and commissioning Supply, Installation, Configuration, Customization, Testing, Commissioning and Maintenance of the proposed ERP system and services performed under the Contract shall not, with the exception of any price adjustments authorized in Special Conditions of Contract, vary from the prices by the supplier in its bid.
- 4.1.12 **Subcontracts:** the supplier shall notify the Procuring entity in writing of all subcontracts awarded under this Contract if not already specified in the Tender. Such notification, in the original Tender or later, shall not relieve the supplier from any liability or obligation under the Contract.
- 4.1.13 **Termination for Default-** The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the supplier, terminate this Contract in whole or in part:

- (a) If the supplier fails to provide services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity.
- (b) If the supplier fails to perform any other obligation(s) under the Contract
- (c) If the supplier, in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

4.1.14 In the event the Procuring entity terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, the system similar to part undelivered, and the supplier shall be liable to the Procuring entity for any excess costs for such similar system.

4.1.15 Bidders shall be required to declare that they are not debarred from participating in public procurement by signing the form of statement of debarment in the tender documents.

4.2 Tendering Notes

- 4.1.1 The Tenderer is required to check the number of pages and should any is found to be missing or in duplicate or the figure or writing indistinct, they must inform The Authority at once and have the same rectified.
- 4.1.2 Should the Tenderer be in doubt about the prices, meaning of any item, word or figure for any reason whatsoever or observe any apparent omission of words or figures, they must inform procuring entity in order that the correct meaning may be decided upon before the date for submission of the tender.
- 4.1.3 No liability whatsoever will be admitted nor is claim allowed in respect of errors in the tenderers' tender due to mistakes, which should have been rectified in the manner described above.
- 4.1.4 The Tenderer shall not alter or otherwise qualify the Text of this Tender Document. Any alteration or qualification made without authority will be ignored and the text of the Tender Document as printed will be adhered to.

4.2 EVALUATION CRITERIA, STAGE ONE

4.3.1 Preliminary evaluation of open tenders

The evaluation committee shall first conduct a preliminary evaluation to determine whether –

- (a) The tender has been submitted in the required format;
- (b) Any tender security submitted is in the required form, amount and validity period;
- (c) The tender has been signed by the person lawfully authorized to do so;
- (d) The required number of copies of the tender have been submitted;
- (e) The tender is valid for the period required; and
- (f) All required documents and information have been submitted

4.3.2 Statutory / Mandatory requirements

1. Certificate of Company/Firm registration
2. Current and Valid Tax compliance certificate

3. Audited accounts for the last three years (2017-2020).
4. Details of directorship/ownership with respective shareholding and details of citizenship
5. Duly signed commitment letter for one year warranty provision and free maintenance and support for the same period.
6. Proven physical location and address of the firm
7. Statement of verification that the Firm is not debarred in the Matter of Public Procurement and Asset Disposal Act 2015.
8. Power of attorney in case of joint venture
9. Valid and current Business Permit
10. Valid ICTA 5 and below: ICT Consultancy
11. Valid ICTA 5 and below : Systems and Applications

Tenders which do not satisfy any of the above requirements (clause 4.3.1 & 4.3.2) shall be rejected.

STAGE TWO

Technical Evaluation The technical evaluation committee appointed by BOMWASCO shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria provided. Each responsive proposal will be given a technical score (TS). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score.

In order to qualify for stage three (**site /field visit for verification of information submitted on projects**) bidders must achieve a minimum score of **70%** out of the maximum allocated points in the evaluation criteria. This will then be weighted using the formula: $S/100 \times T = TS$, where S is the Bidder's score, T is the technical weighted for technical evaluation and TS is the weighted technical score. The technical (T) and financial (F) evaluation will be allocated weights of 80% and 20% respectively

NB: Documentary evidence must be provided for each requirement – non-compliance shall lead to disqualification

Item	Description	Total Marks
Manufacturers' Letter of Authorization	The bidder must provide a copy of certification /authorization form from the manufacturer or distributor to do business as an authorized vendor for the proposed solution. (5 Marks)	5

<p>Specific experience of the bidder related to the assignment</p>	<p>I. The bidder should have been in operation as a supplier and/or installer of Enterprise Resource Planning and/or Integrated Information Management Systems of this kind for a minimum period of three (3) years, have operation in Kenya with minimum 3 years of experience with five (5) water and sanitation companies in Kenya. (Certificate of incorporation as attached is used as proof) (3 Marks)</p> <p>II. Details of experience and past performance on at least five (5) water and sanitation based companies in Kenya, where the supply, installation and commissioning of a similar enterprise resource planning system has been done that best illustrate your ability to carry out this assignment.</p> <p>Using the format below, provide information on each assignment for which your firm either individually, as a corporate entity or in association, was legally contracted.</p> <p>(a) Water and Sanitation Services company (7 Marks)</p> <ol style="list-style-type: none"> 1) Name of Client and postal address 2) Key contact person and telephone no. 3) Physical address 4) When was the assignment undertaken 5) Description of the Assignment 6) Approx. value in Kshs. of the contract <p>Proof of such contracts is required (Attach completion certificates)</p>	<p>10</p>
<p>Adequacy of the proposed work plan and methodology in responding to the terms of reference</p>	<p>Extent to which the design concept reflects the objectives noted in this tender document</p> <ol style="list-style-type: none"> (a) Technical Specifications for proposed Solution meets or exceeds specifications provided in the terms or reference (15 Marks) (b) Operating Environment Meets or exceeds specifications provided in the terms of reference (3 Marks) (c) Alternative (but not material deviation from) Specifications or operating environment provided (2 Marks) (d) Lower or Material Deviation from specifications and operating environment provided (0 Marks) 	<p>20</p>

Proposal and Methodology	<p>The proposal provides a clear approach in completing the work.</p> <ul style="list-style-type: none"> (a) (Detailed Project implementation plan is attached) (4 Marks) (b) The bidder has indicated the shortest project completion period (3 Marks) (c) Longer Project completion period (0 Marks) 	7
Qualifications and specific experience of key staff for the assignment	<p>The Project team leaders with:</p> <ul style="list-style-type: none"> a) At least ten (5) years' experience and essential qualifications b) At least two (2) team leaders one Master's degree in finance, accounting or business related discipline, the other Master's degree in ICT or related discipline in managing Enterprise Resource Planning system installations and configurations and has demonstrated competence and professional qualifications necessary for successfully performing the work required by BOMWASCO as stated in the tender document. Attach CV, professional (certification) and academic certificates certified by the employee and bidding firm. (10 Marks - Total) c) Copies of Professional / Academic /certifications Certificates Provided (5 Marks) d) Certificates provided are duly certified by employee and bidding firm (3 Marks) e) At least 5 years' experience (2Marks) f) Less than 5 years' experience (0 Marks) 	20
	<p>Technical specialists with at least five (5) years' experience installing and configuring Enterprise Resource Planning systems. The specialists should have the relevant certificates that indicate skills and training in installing, configuring and commissioning of ERP systems of the nature proposed in this assignment. Provide information for each person and proposed position to be assigned. Kindly attach CV's and both professional and academic certificates. (10 Marks - Total)</p> <ul style="list-style-type: none"> ✓ Professional / Academic Certificates (5 Marks) ✓ Certified CV by employee and bidding firm (3 Marks) ✓ At least five years' experience (2 Marks) ✓ Less than five years' experience (0 Marks) 	10
Adequate Business Support Capabilities	<p>Show proof of access to lines of credit or other financial resources</p> <ul style="list-style-type: none"> ✓ Provide written evidence from a reputable financial institution) - (2 Marks) 	4

	The bidder should provide further proof of capacity to undertake an exercise of this magnitude in project management by giving your dedicated technical team for the ERP support. It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or has an extended and stable working relationship with it. Provide organization structure, and /or contract documentation -(2 Marks)	
Clearly Defined Training and Maintenance Plan	Provide a clear training and maintenance program with relevant areas of focus and timelines. (Total 8 Marks) <ul style="list-style-type: none"> ✓ Provided a detailed training plan (4 Marks) ✓ Provided a maintenance and support plan (Please provide all available service level packages and ensure that costs for such are included in the financial proposal, Refer to Mandatory maintenance and support questionnaire) (4 Marks) 	8
Recent and Relevant references provided	Attach three letters of recommendation from three referees who must be water and sanitation service provision based companies. <ul style="list-style-type: none"> ✓ Three letters – (2 Marks for each letter) ✓ Less than three letters – (0) Recent proper recommendation from satisfied clients for procured Enterprise Resource Planning System (ERP) System.	6
Prototype Demonstration	Adequacy of the demonstration for the proposed prototype reflecting particulars of all business processes and user requirement; and the specific system terms of reference. Attach system demo links	10
TOTAL	100	TOTAL

STAGE THREE – SITE VISITS

Verification of ongoing projects / current contracts or completed contracts where work of a similar nature has been performed.

Where information provided contradicts the site visit, bidders will be disqualified from proceeding to stage four – financial evaluation.

STAGE FOUR

Financial evaluation: price comparison and the lowest tender figure from among the Bidders who qualify at the technical stage (70% and above) will be used as a base value for the calculation of the weighted score for each bidders using the weight „F“ shown above as follows: - $LTF \times F = FS$

Where, TF is the tender figure under consideration, LTF is the lowest tender figure, F is the allocated weight for financial evaluation (20%) and FS is the weighted financial score.

STAGE FIVE – RECOMMENDATION(S)

Bidders with the highest combined scores (CS) will be recommended for award i.e. $T+F=1(CS)$ subject to the above stated conditions for award (clause 4.1.1).

SECTION V-SPECIAL SCHEDULE OF REQUIREMENTS

5.1. THE FOLLOWING ARE SPECIFIC SYSTEM TERMS OF REFERENCE.

5.1.1. Scope of Work

The scope of work includes:-

- i. The supply, installation, configuration and commissioning of an Enterprise Resource Planning System which should be based on Service Oriented Architecture, modular and web based interface in all aspects;
- ii. Supply and set up of a centralized database;
- iii. Setup of data validation, data analysis, data extraction and data backup systems and procedures;
- iv. Describe all hardware specifications necessary to operate the proposed system (platform, processor, memory, hard disk type and size).
- v. Describe all server System specifications for the new system.
- vi. Describe all client System specifications for the new system.
- vii. Training of users;
- viii. Provision of warranty after successful commissioning (go-live) of system.
- ix. Preparation and timely submission of project reports

5.1.2. Deliverables

- i. Inception Report giving a detailed understanding of the assignment.
- ii. A detailed work plan with the resource requirements schedule.
- iii. Functional Requirements Design
- iv. Installed and commissioned Enterprise Resource Planning System
- v. Training of administrators and end users
- vi. Well functional and tested System source code
- vii. System and User Manuals in hard and soft copy
- viii. Fortnight status reports
- ix. Risk management report
- x. Final project report
- xi. Warranty of 1 year i.e. User and System support
- xii. Proposed Hardware and Operating system requirements and specifications
- xiii. Utility Requirements (other components required for the system to function properly)

5.1.3. Technology

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

- ✓ The proposed components of the system (Names and versions)
- ✓ The application development environment.
- ✓ The database proposed.
- ✓ Operating system proposed.
- ✓ Client or end-user operating systems supported
- ✓ The system must be scalable to accommodate growth in the user base as well as transactions. Comment on how this can be realized.

- ✓ Please elaborate on the open-endedness of the system to allow integration with other systems especially the e-government system.
- ✓ Please describe the programming language/technology of the system.
- ✓ Setup of necessary IT security measures for the system;
- ✓ Supply and installation/setup of the appropriate System, licenses and kits;
- ✓ The system must be highly available with an uptime of at least 99.9% availability.
- ✓ Network environment(s) supported. Bidders are expected to advise and where necessary provide the minimum hardware specifications for the optimum operation of their solution.

For each SPECIFICATION, bidders are requested to provide a clear and concise explanation or provide across-reference to where that explanation or supporting information can be found in other part of the technical proposal.

5.1.4. Technology Transfer

As part of the implementation process, it is the hope of BOMWASCO that its implementation personnel can gain significant expertise in both the technology used by the application as well as the inner workings of the application itself. It is our requirement that you ensure that the team is familiar with all aspects of your application.

SECTION VI- TECHNICAL SPECIFICATIONS

SECTION VI

BOMWASCO Seeks Contractors/Vendors/ For Supply, Installation, Configuration, Customization, Testing, Commissioning and Maintenance of an Enterprise Resource Planning (ERP) System. Below are the Modules to be setup in the ERP:

- 1) Technical Management Module
- 2) Finance and Accounting Module
- 3) Human Resource and Administrative Module
- 4) Procurement Management Module
- 5) Billing Management (including On-the-spot billing) Module
- 6) Customer Relationship Management Module
- 7) Project Management Module

6.1 GENERAL REQUIREMENTS

The General System Requirements provide the basic requirements that the system must possess. The requirements listed below will provide for the setup and operation of the system:

APPENDIX A- Technical Requirements Bid Form		
Please use the following codes in the Contractor Response column: Y=Yes, fully provided TP=Third party System required PP=Partially provided NV=Provided in next version M=Provided with modification NA=Not available RB=Provided with/or can be built via Reporting Tool		
User & System Requirements	Contractor Response	Contractor Comments/Remarks
General ERP Requirements		
Operate relational database management system		
Functions in an environment where the Server is hosted offsite from the primary plants		
Capable of exporting any report to common Microsoft Windows file formats (.doc, .txt, .xls, .pdf, etc).		
Support ad-hoc query and reporting of various applications information by authorized personnel. The application reporting capabilities should be flexible, allowing user-defined selection and sorting criteria. The integrated ad-hoc reporting tool should use the security defined in the application for user access to information.		
Provide the ability to maintain security		

restrictions at the fund level.		
All proposed modules of the system should be integrated to eliminate duplicate data entry for one module to another.		
Provide the real-time integration of data among all modules.		
Provide the ability for the System to be upgraded without loss of data or user defined fields.		
Provide multiple levels of security from the server level down to the menu level.		
Ability to establish and assign common user profiles.		
Ability to maintain back-end referential integrity.		
Ability to perform data locking.		
Have audit trail capabilities.		
Have a security administrator's access		
User passwords should not be visible on the screen at login.		
Provide a customizable roles template.		
Have the ability to copy security rights from one user to another.		
Provide the ability to open two windows from the same or different module and view both windows at once.		
The system should provide an online help file with screenshots and adjoining instructions for each process within the System.		
Ability to email a System support request directly from the help function.		
The user should be able to attach notes or memos to any transaction.		
Note fields should be expandable to accommodate unlimited text.		
Reports reflecting activity from transactions within the System should be capable of including notes logged at the time of the transaction.		
Ability to preview all reports on screen before printing.		
Provide complete user documentation in the form of online help, available through the application and/or printable hard copy.		
Allow multiple users to be in the same module at the same time, without running multiple sessions of the application.		
Data stored in a Relational Database System that includes transaction logging, live backup capabilities and GUI Management Interface.		

Allow for unlimited transaction history.		
Easy and fast to deploy		
Integration to the Financial core systems		
Ability to support multiple users at any given time		
The system should be practical and easy to use for customers and BOMWASCO staff involved in data collection, verification and enforcement.		
Provision of reports and dashboards for monitoring performance of core functions within BOMWASCO		
Easy to use for BOMWASCO and accessibility via different platforms such as Web, Android, Windows, iOS, and other platforms		
Ability to support electronic bill presentment.		
Ability to integrate with existing and future back office systems		
The system should have high availability and redundancy.		
Compliance with existing laws and regulations		
Compliance with international globally accepted standards for security.		
Provide an Application Delivery System that allows for access to the application from any location with internet.		
Proved automated off-site data backup and restoration system.		
Contractor should provide notification of system upgrades, patches and code fixes in a timely manner.		
Upgrade/enhancement installs should be initiated by the user upon notification that they are available.		
Web Portal Requirements		
Provides a user portal that allows the user to create a personalized and agreed company view of Key Performance Indicators (KPI) and other business information available via a web interface.		
KPIs are shown graphically.		
Portal authentication and security are integrated with the System.		
Provides a menu of available web parts which are filtered based on the user's role.		
Provides easy dashboard setup and customization.		
Web parts have separate configuration data for		

each user.		
Web parts may be configured multiple times for a single user, for example to show different funds separately.		
Web parts may also show different data for each user, such as data only specific to that user's location and/or department.		
ICT Requirements		
Please provide the minimum and optimal technical specifications required for your proposed system, such as server, drive space, etc.		
Provision of training manuals/reference materials Support and maintenance		
Provide 24/7/365 99.9% availability of the system. A comprehensive Service Level Agreement (SLA) to be provided by the bidder.		
Providing upgrades, troubleshooting and fixes to the system.		
Providing a help line which users of the system can call to report any problems		

6.2 Service Level Agreement (SLA) and Support Requirements

The objective of the Service Level and Support requirements is to ensure that the system implemented is adequately supported and that the system maintains the acceptable uptime levels.

No	Detailed Requirements
i.	The bidder MUST guarantee free support for the proposed system for at least one (1) year after commissioning.
ii.	The bidder should furnish a maintenance schedule for the system so supplied.
iii.	The bidder MUST test all the necessary interfaces and interconnection facilities which integrate the components of the proposed system.
iv.	The bidder MUST commit to providing ongoing technical support for the tuning and re-configuration as requested from time to time once an SLA is signed before the expiry of the warranty period.

6.3 Duration of the Implementation

It is envisaged that the entire implementation duration will be a maximum of twelve months from the date the contract is signed to implementation. However, this duration will be further discussed with the winning bidder during the inception meeting. Bidders are encouraged to propose an agreeable duration as may be practically possible while meeting all the requirements of the Terms of Reference. The project implementation duration does not include the warranty period, which will commence immediately after commissioning the system, for a period of one (1) year.

6.4 Responsibility of client

The client shall undertake the following:

- ✓ Provide office space and other necessary tools
- ✓ Introduce the successful bidder to the key parties.
- ✓ Provide relevant documents that may be required.

- ✓ Provision of timely feedback.
- ✓ Payment of dues as per the contract.

6.5 Supervisory arrangements

The consultant shall report to the Client's Implementation Team headed by the focal point persons and Managing Directors of the three (3) water utilities

6.6 Insurance

The Consultant will be responsible for taking out any appropriate insurance coverage.

6.7 Assignment

The Consultant shall not assign this Contract or sub-contract any portion of it without the Client's prior written consent.

6.8 COMMENTS AND SUGGESTIONS OF FIRMS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT.

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.

On the data, services and facilities to be provided by the Client:

- 1.
- 2.
- 3.

6.9 TECHNICAL SPECIFICATIONS: PARTICULARS FOR THE ENTERPRISE RESOURCE PLANNING SYSTEM BUSINESS PROCESS & USER REQUIREMENTS DOCUMENT

6.10 System and Service Requirements

System Standards

The system proposed should enable integrated real-time processing of all transactions including, but not limited to, the following:

- General Ledger
- Bank Reconciliation
- Accounts Receivable and Accounts Payable
- Assets Management
- Cost Accounting
- Financial Statements (Trial balance, Statement of financial position, Statement of cash flow)

- Payroll Processing
- Budget Preparation and Management
- Revenue and Cash Receipting
- Utility Billing
- Integrated Billing
- Ticketing for complaints
- Customer Care Management
- Automation of bills by SMS and Email
- Purchasing and procurement
- Fixed Assets Management
- Vendor management
- Asset Disposal and management
- Inventory management
- Tendering process
- Network Operations
- Water Management
- Water Quality
- Waste Water Management
- NRW- (Meter Management and Electromagnetic)
- Integration with others system
- GIS Operations
- Web Portal for Utility customers view their statement
- Security, Back up and access controls
- Employee Time Management
- Human Resource Management
- Training Management
- Payroll Management
- CSR Programs and Projects
- Pro Poor and Kiosks
- Plants or Sites

BOMWASCO operates in a cloud based shared service environment. The proposed ERP System must be operational in this environment.

The selected Contractor/Vendor must be our one point of contact for all System, installation, implementation, conversion, training, and project management needs relating to this project.

Proposed application System must, at a minimum, be capable of meeting the mandatory application System requirements indicated within this EOI on the attached spreadsheet "APPENDIX A and B". BOMWASCO will, however, entertain proposals that will improve our processes based on Contractor expertise and recommendations.

Proposals must include a description of each System module including developer information, licensing options, description of integration with other proposed applications, and a summary of features. If the module does not meet BOMWASCO's requirements, the bidder must state the costs and schedule to update the module to meet BOMWASCO's

specifications. The total costs of modifying the module must be fully itemized on the Bid Form included in this EOI.

Items not included in a Contractor/Vendor proposal must be clearly indicated. If desired, Contractor's may submit proposals for a System with limited functions. For example, certain invited Contractors may submit a proposal for System which performs functions limited to code enforcement and permitting. Contractors submitting such proposals shall clearly describe the functions which can be performed by the System and integration with other System products.

6.11 Anticipated Number of Users

BOMWASCO will advise the successful vendor on the number of anticipated users for this system.

The majority of usage occurs between 8:00 a.m. and 6:00 p.m., Monday through Friday. There are times throughout the year when weekend and evening access is required.

The Contractor should specifically indicate if there are times when the system cannot be accessed.

6.12 Data Conversion

Contractors must indicate in the proposal the total cost to perform extensive data conversion services and a detailed description of the conversion services proposed including programming. It is the Contractor's responsibility to obtain the necessary information from BOMWASCO to provide extensive data conversion services. The selected Contractor will be responsible for the accuracy and reliability of the converted data. Mutually agreed specifications for the conversion services and testing procedures will be included in the contract.

6.13 Maintenance and Support

BOMWASCO places a high degree of importance on the maintenance and support a Contractor provides for its application System packages. The quality and cost of maintenance and support offered by a Contractor will be an evaluation criterion.

The maintenance agreements for each application System package will begin immediately upon the expiration of the warranties for that package; otherwise, these agreements will begin immediately upon acceptance of the package.

The selected Contractor must be willing to bear responsibility for any defects in the System that prevent the System from performing as designed including any consequential damage to data including erroneous, inaccurate, and unreliable data that is created by the System defect at no additional cost to BOMWASCO.

Regular customer support must be available Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m., East Africa Time.

The Contractor must describe the company's policy on maintenance and support, including costs, specifically addressing the following:

- ✓ How regular support is provided
- ✓ How after-hours support is provided
- ✓ How System defects are handled
- ✓ How and when System upgrades are provided
- ✓ Modifications required as a result of mandated state and/or federal requirements
- ✓ Custom modifications desired

6.14 Operations and Users Documentation

The Contractor must furnish a complete description of the user manuals that will be provided for the operation and use of the proposed system. Describe the format in which the documentation will be provided: on-line, hard copy, or a combination of both. A sample of the Accounts Payable operations manual must be included with this proposal.

6.15 Project Management

The selected Contractor is expected to assign a project manager. In the proposal, explain the company's policy regarding project management and provide the qualifications of the proposed project manager. Any additional costs associated with project management services must be itemized and included in the proposal.

BOMWASCO reserves the right to approve the selection of the project manager and project management services. Therefore, project management services are subject to negotiation after the selection of a Contractor. Final agreements regarding project management services shall be included in the contract for service.

6.16 Implementation and Training

The Contractor must provide a detailed plan for implementing the proposed ERP system. This information must include:

- ✓ Project organization chart
- ✓ Detailed implementation methodology
- ✓ Detailed conversion methodology to provide the necessary levels of data conversion of as much data as possible from the current applications to the new system
- ✓ Conversion support and methodology should include conversion of the following data:
 - Contractor Master File
 - Accounts Payable Check History File
 - Bank Reconciliation Master File
 - Fund Ledger Master File (Includes: Accounts, budgets, and balance forward)
 - Fund Ledger History File (Includes: Account activity history for current fiscal year and at least one prior fiscal year, preferably two prior years)
 - Fund Ledger Encumbrances / Open Purchase Order
 - Accounts Receivable Master
 - Customers Master file
 - Utility Billing Master File

- Human Resource Master File
 - Asset/Stores Management Master File
 - Payroll Master file
 - Supply chain Master file
 - Procurement Master file
 - Technical Management (Production and Distribution of Water and Waste Water) Master file
 - Ticketing Master file
 - Audit Trail Master File
 - Project Management File
 - Any Other files as above functions
- ✓ Implementation and training plan, including estimated time-frame and deliverables for each stage of the project
 - ✓ Expected number of BOMWASCO employees required at different stages/modules of the implementation process and for ongoing support
 - ✓ Level of expertise (e.g., novice, proficient or advanced) required of BOMWASCO staff for conversion and implementation, report writer, database and other system component maintenance, and for implementation and maintenance of hardware and System
 - ✓ Overview of proposed training, including options for on-site or training center services, end users and data processing personnel
 - ✓ Sample training manual or class outlines
 - ✓ Describe your company's training methodology and primary concepts used
 - ✓ Describe training assessment and evaluation procedures.

6.17 Exceptions to the EOI

The Contractor must itemize all exceptions to the specifications included in this EOI on the section by number to which the exception is taken. Any EOI sections to which the Contractor does not take exception will be considered as being agreed upon by the Contractor.

6.18 Functional User Requirements

ERP vendors selected would be expected to put a tick mark where appropriate against each and every requirement in the table below for some technical evaluation. In this section, **FS** stands for **Fully Supported**, **PS** stands for **Partly Supported**, **C** stands for **Customizable** and **NS** stands for **Not Supported**. Vendor is encouraged to provide a comment in support of their assessment.

- ✓ System should be accessible through Remote Desktop Connection
 - ✓ Support workflow
 - ✓ Scalability
 - ✓ Service oriented Architecture (SOA)
- I. The process will include analysis, design, installation, customization, Blue print, enhancement Integration / interfacing, Training and Commissioning
 - II. Bidders must confirm their ability and commitment against each of the modules/ process Requirement as detailed in Functional Requirement table.

III. Customization and Data Migration – BOMWASCO by the nature of their functions may have specific processes that may require additional customization. In addition, bidders may be required to provide effective tool for data clean up and Migration

APPENDIX B: DETAILED TECHNICAL SPECIFICATION REQUIREMENTS

1. FINANCE AND ACCOUNTING MANAGEMENT MODULE						
	Chart Of Accounts System Requirements	FS	PS	C	NS	COMMENTS
1.	One must be able to define and maintain the structure of the Chart of Accounts					
2.	The system should allow for the same Chart of Accounts that can be used by multiple Company setups					
3.	The Chart of Accounts must provide for a unique alpha-numeric, flexible account code Structure.					
4.	The Chart of Accounts must provide for user-defined number of segments					
5.	Changes to the Chart of Accounts must be controlled and require necessary approval or amendment to be restricted to authorized personnel					
6.	The system must be able to maintain budgets tied to specific General Ledgers (GLs)					
7.	The system must be able to create/setup GL accounts and deactivate the same without erasing					
8.	Enable the viewing and extraction of GL accounts listing					
9.	The chart of accounts MUST be flexible to accommodate the future business expansions in the segments & GL codes					
10.	The system MUST have the capability to create sub ledgers within the accounts defined or account categories for all possible combinations. The system MUST be able to generate reporting for specific accounts.					
11.	The application should facilitate summary account reporting based on all dimensions available in the database					
12.	The system must be able to support reporting on different reporting templates					
13.	The application MUST have the capability to generate parent-child within the accounts defined or account categories for all possible combinations. The system MUST be able to generate reporting for specific accounts.					
Reporting Requirements For The Chart Of Accounts						
14.	Dynamic reports with the provision for a drill-down capability.					
15.	Create customized reports (user defined). Users who perform this function will have to be trained on use of the tools					

16.	Reports with the following parameters: <ul style="list-style-type: none"> ✓ Expenditure/Revenue by GL code either individually or as consolidated ✓ Expenditure/Revenue by Cost center ✓ Supplier/Staff/Customer accounts ✓ Budget Vs Actual expenditure ✓ Based on posting date, date of data capture ✓ Reversed journals ✓ Based on transaction numbers, type, document totals etc. 					
17.	Able to translate amounts from functional currency or source currency in the originating ledger, based on a specified exchange rate					
18.	Should be able to perform foreign exchange gain/loss per transaction and post in the designated account.					
19.	The application MUST support currency Conversion:					
20.	The application MUST support currency Revaluation.					
21.	The application MUST maintain all effective exchange rates for all foreign currency transactions.					
22.	The system must be able to support the Kenya Shilling as the functional currency and should further be able to support other currencies.					
23.	The system should allow upload of currency exchange rates downloaded in predefined file formats					
24.	Ability to setup periodic foreign currency rates in the system. All foreign currency transactions will be converted to local currency at rates held on the system					
25.	Ability to override system rates and enter transaction specific rates. This should be restricted to authorized individuals and an audit trail should be retained					
26.	For each foreign transaction the currency code, currency amount and base currency amount should be retained on the system					
27.	Ability to provide a facility to revalue foreign currency balances and generate appropriate postings to an unrealized currency gains/losses account					
28.	On transaction enquiries the system should display the foreign currency value, base currency at historical rate and base currency at current rates					
Reporting Requirements For Currencies						

29.	Dynamic reports with the provision for a drill-down capability.					
30.	Create customized reports (user defined). Users who perform this function will have to be trained on use of the tools					
31.	Reports with the following parameters: <ul style="list-style-type: none"> ✓ Foreign currency trends ✓ Currency loss/gain per transaction ✓ Currency loss/gain translation at defined periods ✓ Invoices/Credit Notes/Debit Notes in foreign currency 					
32.	The system must be able to create and post automatic journal entries					
33.	The system MUST provide a facility to input, update, copy, balance, and post the Journals. Journal Voucher Number MUST be automatically generated by the system.					
34.	The system MUST restrict updates to the GL of a Journal Voucher after posting.					
35.	The system must allow the holding of journal entries pending approval.					
36.	The system must enable held journals to be viewed and posted					
37.	For any transaction posted through this system, it must allow for Correction or reversal of the same through an approved workflow process					
38.	When reversing a transaction, the system must maintain the previous transaction historically without erasing. However, for rejected journals, the system should cancel the transaction without keeping its record.					
39.	The system should be able to handle different types of journals					
40.	The system must be able to maintain a history of full details of all transactions and avail them for printing when required					
41.	Maintain a closed period history on-line.					
42.	A facility to enable enquiry on archived data and reports					
43.	The system must be able to import/upload journal vouchers in batch from a Spreadsheet document or text files. There should be workflow for approving such uploads.					
44.	The system must be able to export journal transactions in batch to spreadsheet or text file					
45.	The application MUST have categories for single journals and batches					

46.	The application MUST provide the capability to identify source documents or module references which are associated with the journal entry (e.g., Invoice No., Payment Voucher No., Telephone No. etc.) for reporting purposes.					
47.	The application SHOULD provide for Recurring Journals.					
48.	Recurring Journal Entries may be based on templates with predefined schedules.					
49.	Posting to control accounts must only take place via business partners (employees, customers, suppliers etc)					
50.	The system must provide for period closing functionality					
Reporting Requirements For Journals						
51.	Dynamic reports with the provision for a drill-down capability.					
52.	Reports with the following parameters: <ul style="list-style-type: none"> ✓ Foreign currency journals ✓ Journals reports by preparer, reviewer, date posted etc ✓ Journals held (pending posting) ✓ Journal reversal ✓ Journals by date/user defined period 					
53.	The system must have a mechanism for defining a financial year and setting up accounting periods it contains.					
54.	The system should be able to close accounting periods at pre-defined frequencies					
55.	The system must allow for setup and updating separate accounting periods for adjusting and closing entries					
56.	The system should only allow posting to the current period. Posting to closed periods must be subject to approved workflow procedure. Future posting MUST NOT be allowed.					
57.	Create customized reports (user defined). Users who perform this function will have to be trained on use of the tools					
58.	Reports with the following parameters: <ul style="list-style-type: none"> ✓ Notifications on due date ✓ Change of dates ✓ Calendar by due date ✓ Calendar by competed activities ✓ Calendar by pending activities 					
Other General Ledger Requirements and Setting up General Ledger Parameters that will ensure:						
59.	Ledger validity and approvals are captured					
60.	Handling of bank payments (A function on its own)					

61.	Definition of currency rules such as payment limits, currency rates, tolerance levels, and other currency related parameters					
62.	Authorization matrix					
63.	Unique identification/numbering of all transactions					
64.	Audit trail showing name of originator, details of the GL affected, date, etc.					
65.	Query functionality must be sufficient to query all information that has been captured					
66.	Capable of allocating costs across cost centers					
67.	The system must be able to consolidate several general ledgers into one at reporting					
68.	The system should enable one to preview all open items such as open purchase orders, open invoices, etc.					
69.	Ability to meet requirements of the following types of tax and have provision for setting up any additional tax requirements: <ul style="list-style-type: none"> ✓ Corporation taxes ✓ Withholding taxes ✓ Withholding Value Added Taxes ✓ Pay As You Earn (PAYE) ✓ Value Added Tax (VAT) ✓ Any other defined taxes ✓ Reverse VAT 					
70.	The system must import opening balance of assets & liabilities (suppliers, customers, staff loans, Staff advances etc.)					
71.	The system must have facility for adjusting entries after closing of the posting period/ financial year.					
Reporting Requirements for Other General Ledger Requirements						
72.	The system must allow for posting of invoices based on LPOs/LSOs, GRNs or on account. It should allow for capturing of all invoice details					
73.	The system must provide for raising of payment voucher based on invoice posted. Payment maybe full or partial payment.					
74.	The system must allow advance payment (down payment) based on purchase document.					
75.	The system must have provision for cancellation/reversal of posted invoice					
76.	The system must have a facility for capturing supplier credit note					
77.	The system must link an invoice with the approval request (requisition) and the expenditure item					
78.	The system must calculate tax for vendor invoices and record tax transactions separately. The system must support different taxes and tax rates on an					

	invoice.					
79.	Automate the generation of remittance advice and tax certificate					
80.	The system should be able to process payments in multiple currencies, capture the foreign exchange rate, and date.					
81.	The system must have controls that prevent duplicate processing of payments or over-payment.					
Accounts Payables Requirement						
82.	Integrated with GL and provides capability to update GL with Accounts Payable transactions					
83.	The system should be able to indicate payment type: cash, physical cheque, EFT, Card, Mobile money transfer/pay, and RTGS					
84.	The system must be able to maintain a complete payment history and enable extraction for analysis					
85.	The system should automatically notify the payment recipient upon completion of the payment process.					
86.	System should be capable of grouping several invoices to be settled as a single payment or settled individually					
87.	Support matching: Requisition, Purchase/Service Order, Goods/Service Receipt Note, Invoice & payment:					
88.	The system should be able to close a purchase order upon payment of the full amount. The system should also be able to close unutilized commitments.					
89.	The system must be able to create and maintain supplier payment information (if not captured in the procurement when creating a supplier)					
90.	The setting up of all supplier details should be via a workflow/process					
91.	The system must interface with the procurement module so as to be able to retrieve all other supplier master details relevant for the payment.					
92.	The system must be able to capture payment terms such as payment discount conditions and penalty conditions.					
93.	The system must interface with the HR module so as to be able to retrieve employee master details relevant for payment.					
94.	The system must be able to interface with the online banking platforms for uploading approved payments and notifications from the bank (accepted/rejected payments).					
95.	The payment application MUST stop payment clearance for all the vendors whose payments are on hold due to specific reasons					

96.	The application MUST support payment interventions such as partial payments, stop payments, void payments, write off etc.					
Reporting Requirements for Accounts Payables Requirements						
97.	<ul style="list-style-type: none"> • The system must be able to generate the following AP reports: <ul style="list-style-type: none"> ✓ Invoice Aging Report (using specific criteria -- department, date range, specific vendor or all vendors and suppliers) ✓ Down payments/payment advances listing ✓ Supplier Payment history report ✓ Supplier statement ✓ Contract Payment history report ✓ Payment History Report 					
Accounts Receivables Requirement						
98.	Ability to record different types of receivables and revenues					
99.	Integrated with GL and provides capability to update GL with Accounts Receivable transaction					
100.	Ability to bill based on various or combination of billing types with variable rates by customer					
101.	The system must be able to automate the receipting process and generate Payment Receipt.					
102.	The system must be able to update accounts receivables and cash/bank as a result of receipting					
103.	The application MUST provide facilities to query accounts receivables					
104.	The system should be configurable so as to allocate receipts into various GL accounts.					
105.	The application must be able to restrict posting of receipts by users to specific accounts.					
106.	The application MUST support the reversals, corrections of the payments and the receipts.					
107.	The application MUST capture receipts other than revenue.					
108.	The application MUST allow matching of receipts to invoices based on different parameters like customer id, name, invoice numbers etc.					
109.	The receivable module MUST define Payment terms such as penalties and/or fines.					
110.	The system must allow one to print a comprehensive customer account statement showing all transactions.					
111.	The application must be able to process receipts in multiple currencies					
112.	The system should be able to produce cumulative					

	reports on receipts per customer, per bank, etc.					
113.	The application should interface with the banks so as to support creation of automatic receipts based on the bank files having customers depositing the cash directly into the corporate bank accounts.					
114.	The application should interface with other revenue collection points (eg. Mpesa) so as to support creation of automatic receipts based on the generated files having customers depositing cash at those points while updating the corporate bank accounts and customer water accounts.					
115.	The system must be able to interface with other modules so as to be able to retrieve customer details (such as: customer codes, customer name, location, contact details, etc.) and invoices being settled (services, penalties, etc.).					
116.	The system must be able to set up payment parameters for customers such as: currency of payment, payment frequency, etc.					
117.	The system must be able to handle suppliers who are also customers.					
118.	The system must be able to detect duplicate customers by comparing a combination of unique customer details like the WSPs internal generated numbers and the ID Numbers.					
119.	The system must be able to capture and maintain a complete history of customer transactions and generation of customer statements that can be emailed.					
120.	Alerts and notifications when accounts receivables are due.					
121.	The system must be able to produce exceptional reports so as to determine customers whose credit limit is older than a specified number of days.					
122.	The System MUST generate dunning or collection letters, to have credit limit and credit hold functions.					
123.	The system should be able to handle payments in excess of the receivable amount					
124.	Ability to define Customer credit policies/limits.					
125.	Ability to track a customer's credit balance and issue alerts upon attainment of a set threshold.					
126.	The system must support bad debt provisioning.					
127.	The application MUST have write off limits defined for users and inbuilt approval process for bad debts or adjustments.					
128.	The application should be able to generate disconnection notices for all overdue accounts					
Reporting Requirements for Accounts Receivables						
129.	The system must be able to generate the following					

	<p>AR reports:</p> <ul style="list-style-type: none"> ✓ AR Aging Report: Using specific criteria -- department, date range, specific customer or all customers. ✓ The report MUST have details in terms of payment terms, customer profile class, customer category, the amount overdue and the payment mode. ✓ Aging report categorizes receivables from clients based on time intervals: ✓ Down payments/payment advances listing ✓ Customer Payment history report ✓ AR posting status reports per period ✓ Cash Receipts Report ✓ Cheque Receipts Report ✓ Customer Statement 					
Imprest Management Requirement						
130.	The system must be able to address imprest management process					
131.	The system should have an employee self-service functionality that allows the staff to clear all outstanding balances before they apply for new per diem/imprest.					
132.	The system must embed a workflow for application, verifying, reviewing and approving staff imprest online					
133.	The system must have a facility for defining per diem rates applicable to staff based on job group for different towns					
134.	The system must interface with the requisition module.					
136.	The system should have an employee self-service functionality that allows the staff to Apply and account for outstanding balances before they apply for new imprest.					
137.	The system should automatically reject imprest application for staff with unclearly advances					
138.	The system should automatically reject imprest application for staff not included in the requisition.					
139.	The system must embed a workflow for verifying, reviewing and approving accountability of staff imprest					
140.	The system must have a facility for uploading accountability supporting documents.					
141.	Imprest Management module should be interfaced with payroll processing component to enable correct recovery of overdue per diem/imprest to the employee. This process is subject to approval by an authorized user					

142.	The system should enable posting of imprest and their accountabilities entries to the GL.					
143.	Raise alerts/Reminders or notifications on overdue petty cash/imprest both to the applicant and the issuer (cash office/Finance).					
Reporting Requirements for Imprest						
144.	The system must be able to generate the following imprest management reports: <ul style="list-style-type: none"> ✓ Imprest disbursements by individual/amount/date/division/department ✓ Ageing staff imprest ✓ Aging report categorizes receivables to clients/staffs based on time intervals ✓ Client/staff Payment history report ✓ Client/staff Statement 					
Petty Cash Management						
145.	The system must be able to capture petty cash payments.					
146.	Staff must be able to apply for petty cash request online with the defined limits.					
147.	All applications should be approved online and staff notified					
148.	System must have a workflow for processing approved petty cash requests.					
149.	Automatic tracking of petty cash balance for purposes of replenishment.					
150.	The system should provide for definition of petty cash float limits. The system must raise alerts when the limits are exceeded.					
151.	The system should enable posting of petty cash transactions to the GL.					
Reporting Requirements for Petty Cash Management						
152.	Dynamic reports with the provision for a drill-down capability.					
153.	Create customized reports (user defined). Users who perform this function will have to be trained on use of the tools					
Bank and Cash Book Management Requirement						
154.	The system should provide for creation and definition of bank accounts. This facility should define type of account and also capture important details such as account name, number branch, swift code etc.					
Bank Reconciliation						
155.	The system must provide for uploading of electronic bank statements					
156.	Functionality for matching and reconciling entries in					

	the cashbook with those on the bank statements by amounts, PV ref etc. The bank balance MUST be automatically updated online based on clearances.					
157.	The system SHOULD interface with the bank banking platform to initiate payment receipts based on credits in the bank.					
158.	The system MUST provide for creation of miscellaneous transactions to record bank- initiated activities like interest gained bank charges etc.					
159.	The system SHOULD have facilitate definition of matching rules and report on both reconciling and non-reconciling items					
Reporting Requirements for Bank Reconciliations						
160.	Dynamic reports with the provision for a drill-down capability.					
161.	Create customized reports (user defined). Users who perform this function will have to be trained on use of the tools					
162.	The system must be able to generate the following: <ul style="list-style-type: none"> ✓ Bank reconciliation report ✓ Direct debits/credits ✓ Un-reconciled items 					
Bank Accounts						
163.	Bank details to be captured in full: <ul style="list-style-type: none"> ✓ Bank code ✓ Status (active/inactive) ✓ Bank name ✓ Bank branch ✓ Sort code ✓ Address ✓ Account name ✓ Account number ✓ Lookup code ✓ Transaction details ✓ Transaction limit ✓ Transaction reference ✓ Comments ✓ Transaction type ✓ Supplier code ✓ Customer code 					
Reporting Requirements for Bank Accounts						
164.	Dynamic reports with the provision for a drill-down capability.					
165.	Create customized reports (user defined). Users who perform this function will have to be trained on use of the tools					
166.	Deposit List					
167.	Deposit Report					

168.	Cash payments (supporting electronic fund transfer)					
169.	Cash receipts (supporting direct/debit)					
170.	The reports conforming to WSPs existing bankers requirements by Bank name/staff/amount					
Cash/Funds Forecasting						
171.	The application MUST provide cash flows projections based on the transactions Processed in the integrated modules including receivables and payables.					
172.	The application MUST provide the facility to define cash forecast templates such as: <ul style="list-style-type: none"> ✓ Forecasting periods ✓ Selection criteria for each source 					
173.	The application MUST be able to generate cash forecast in any currency based on the users parameters assigned					
Reporting Requirements for Cash/Funds Forecasting						
174.	Dynamic reports with the provision for a drill-down capability.					
175.	Create customized reports (user defined).					
176.	Forecast Report					
177.	Users who perform this function will have to be trained on use of the tools					
Cheque Writing						
178.	Ability to support system printed cheques in accordance with duly approved vouchers.					
179.	Ability to prevent duplicate cheque numbers for a payment account					
180.	Ability of posting of cheques and direct debits in the payments cash book and general ledger.					
181.	Ability to pay multiple invoices with one cheque					
182.	Ability to a print remittance advice					
183.	Ability to print digital signatures on checks					
184.	Ability to specify thresholds/maximum amounts for which digital signatures are applicable					
185.	Ability to support on-line check registers					
186.	Ability to print check register before printing checks					
187.	Ability to support on-line approvals for specific checks or check registers					
188.	Ability to re-print checks. This should be restricted to specific personnel and an audit trail maintained of reprinted cheques					
189.	Ability to void checks. This should be restricted to specific personnel and an audit trail maintained of reprinted cheques					
Compensation and Benefits Management (Payroll) Requirement(Information is similar to HR payroll module, the aforementioned will be linked to finance and accounting module)						

190.	The system should enable compensation planning.					
191.	The system must provide a workflow for approval or updating of all compensation related configuration data.					
192.	Must be able to capture and maintain all compensation and benefits data such as gross salary, Gratuity, NSSF, NHIF, allowances, benefits, pension contributions, internal loans, insurance relief, Personal Relief, PAYE, HELB etc.					
193.	Must be able to capture Employers' Contribution to Registered or Unregistered Pension Scheme or Provident Fund.					
194.	For the compensation and benefits data above, the system must be able to keep a history of transactions and changes while enabling the extraction of the same separately as a report per employee, department/division for all employees whether current, separated, on leave, etc.					
195.	Must be able to capture and maintain pay disbursement details (i.e. pay mode, bank details, cost center, etc.) allow for amendment and keep a history of such amendments					
196.	Should enable computation of employee costs per employees, Division or Department.					
197.	Must interface with the financial system / accounting module chart of accounts so as to allocate staff costs to the relevant cost/profit centers.					
198.	Generation of tax returns (P9 forms) in batch or on singular basis.					
199.	The system must be able to perform salary transfers / Payments.					
200.	Provision for uploading of payroll data in mass from files such as spreadsheets where necessary. There must be a workflow for approving such uploaded data.					
201.	The system must be able to define categories of benefits and assign employees to benefit categories based on eligibility criteria (i.e. one off payments, periodic, recurring, etc.).					
202.	The system must be able to define salary plans (i.e. salary ranges and pay plans) for different categories of employees and associate an employee to a salary plan based on predefined rules/qualification criteria.					
203.	Ability to compute employee salary increment based on salary progression matrix.					
204.	The system must be able to compute salaries in Kenya Shilling.					
205.	The system must be able to compute salaries in					

	Foreign Currency.					
206.	The system should enable attaching or referencing of documentation related to employee compensations e.g. Appointment letters, etc.					
207.	Staff must be able to view their pay information online and print pay slips.					
208.	Provision to enable application for loans and salary advances and facilitate approval of the same through a workflow.					
209.	Provision for Alerts when the employee's deductions reach a set threshold – 1/3 of monthly pay.					
210.	Provision to Alerts employee and the HR&AO 3 months before the end of the contract/retirement					
211.	The system must be compliant to the legal requirements in Kenya regarding employee compensation earning and deductions.					
212.	Ability to process partial deductions if an employee's pay is insufficient to cover the deduction.					
213.	Ability to compute associated employee taxes while taking into consideration the employee's benefits.					
214.	Ability to facilitate payroll planning and calculations.					
215.	Ability to compute gratuity on a monthly / accrued basis as well as compute associated employee taxes the employee's benefits.					
216.	Ability to make payment of gratuities as per the CBK regulation on the last month of the contract					
217.	Ability to pay mass salary changes retroactively and with different options.					
218.	The system must be able to address payments/deductions missed out in the past either to a single employee or a group of employees.					
219.	The system must be able to record loans/advances to the employee under the employee's profile.					
220.	The system must correctly recover loans / salaries advanced to the employee.					
221.	The system must be able to post the recovered amounts correctly to the financial system.					
222.	All compensation and benefits must be formula driven / criteria based. The systems MUST NOT allow arbitrary allocation of compensation/benefits to an employee.					
223.	The system must have robust security features that will protect sensitive salary related information from unauthorized users.					
224.	The system should support multiple payroll cycles					
225.	The system must allow one to define the date when the payroll is run and the date when the salary transfer takes place. The system should allow these dates to be changed in the event that they fall on a					

	holiday.					
226.	Provision for having different payrolls to cater for: <ul style="list-style-type: none"> ✓ Board Members ✓ Contract employees ✓ Permanent and pensionable employees ✓ Casual employees/Consultant ✓ Interns/attachment 					
227.	The system must have flexibility for configuring earnings and deductions so as to capture all earnings and deductions applicable at WSPs.					
228.	There should be provision to schedule earning and deductions in order to address situations where an earning/deduction are one time or severally over a period of time.					
229.	The system must offer functionality to make corrections to a payroll already processed.					
230.	There must be a detailed pay slip explaining every earning and deduction made for every payroll run. The pay slip should clearly separate earnings from deductions.					
231.	The system should maintain a history of all payroll runs and all their information (payments made and costs generated).					
232.	The system must notify HR once the payroll runs and payroll transfers are complete. It must allow HR to track their status and be able to view any error/exceptions in the process and view successfully processed payrolls.					
233.	The system should interface with the GL and automatically post the earnings and deductions for the purposes of processing the payments to the respective employee bank accounts and remittance of the deductions to the respective pay points.					
Reporting Requirements for Compensation and Benefits Management (payroll)						
234.	In addition to a flexible reporting facility, the system must be able to extract the following payroll related reports per employee, per department and per company: <ul style="list-style-type: none"> ✓ Pay slip in softcopy that will be sent to the employee by email in an un editable format ✓ Bank advice. ✓ Payroll per month ✓ Staff journal. ✓ Additions (benefits, allowances, low interest benefits, bonuses, reimbursement, etc.). ✓ Deductions (loan repayment, HELB, insurance premiums, pensions, mortgage, etc.). ✓ Contributions (pensions, etc.). ✓ Club subscriptions. 					

	<ul style="list-style-type: none"> ✓ Tax returns (P9 forms). ✓ Employee costs. ✓ Employee compensations details report. ✓ Salary related costing details report. ✓ Overtime payment report. ✓ Payroll related costing reports. ✓ Salary on Hold reporting. ✓ Report for pending payments to employees. ✓ Statutory report such as PAYE reporting. ✓ End of service calculations report. ✓ Reimbursement status report ✓ Employee whose contract is below 3 months to termination/renewal ✓ Gratuity paid per employee 					
235.	Purchase Requisition for Goods, Services and Works Requirement: Requisition for Activity Approval					
236.	The system should have a functionality that allows the user to make requisition for either "Stationeries", "assets" "Service" "works" or "Activity Approval"					
237.	<p>The system must have a functionality that allows requisition generation for company based activity and/or procurement based activity. In this request for approval, the system should have fields to input;</p> <ul style="list-style-type: none"> ✓ The Title of The activity ✓ Select The Budget Vote line ✓ Performance Contract indicator ✓ Select Strategic Plan Goal & Area ✓ Description of The activity ✓ Justification/Purpose ✓ Expected output ✓ Venue (County/Region/Estate) ✓ Number of persons (including drivers) ✓ Number of days ✓ activity Dates (From – To) 					
238.	Once the request is made, the system should electronically allow the approver(s) to access the request and make the appropriate approval within the system and must have an audit trail of changes. The system must have workflow approvals for creating, uploading, reviewing, updating and approving the requisition.					
239.	The system should allow the user to indicate the state of urgency for the activity.					
240.	The system should have an interface with the budget module					
241.	The system should not allow the user budget for the activity to exceed the budget line' budget balance					
242.	The system should have an interface with the					

	procurement module and be linked to the procurement plan.					
243.	The system should not allow the user to include the supply of item/services not included in the procurement plan in the Procurement based activity.					
244.	The system should not allow the budget for purchase of items/services in the Procurement based activity beyond the budget allocation in the procurement plan.					
245.	The system should have an interface with the HR Module.					
246.	The system should have a functionality that allows the user to include WSPs staff in the requisition					
247.	The system should allow the user to select staff as the activity participants for based activity and include them in the requisition. The system should not allow the user to select individuals beyond the indicated Number of the activity participants					
248.	The system should notify the user on the participants selected with overlapping activities as per the activity dates. It should caution the user and allow him/her to continue with without making changes or allow him/her to make changes. It should allow the management to view individuals included in the activity despite having overlapping activities.					
249.	The system shall allow the user to develop activity budget from the main budget. The user shall define expenditure items and determine the total expenditure per expenditure item.					
250.	In the budget creation, the system should allow the user to input; <ul style="list-style-type: none"> ✓ Expenditure item ✓ The rate per item ✓ Number of items ✓ Number of days 					
251.	The system should not allow the user to input number of days beyond the indicated activity number of days.					
252.	The system shall allow the user to include DSA (where applicable) expense only for the selected participants of an activity. The system should not allow the user to submit the requisition unless the DSA (where applicable) for all selected participants have been included in the budget.					
253.	The system should allow the user to indicate whether the expense item is ; <ul style="list-style-type: none"> ✓ Procurement related ✓ User related ✓ Finance related. 					

254.	It should clearly indicate the total budget amount for the separate expenses.					
255.	The system should have functionality that allows the user to submit the requisition as draft copy to the supervisor for review and/or as a final copy to the MD for budget approval.					
256.	The system shall not allow the budget holders to approve commitments outside their budget allocation.					
257.	The budget should allow the supervisor to review and make comment on the draft requisition and revert back to the user for corrections. It should allow the user to make corrections and resubmit to the supervisor for review and approval as a final requisition.					
258.	The system should not allow "Draft requisition" be submitted to the Budget Holder for commitment approval. It should only allow "Final requisition" be submitted for approval.					
259.	The system should not allow the user to submit the requisition to the management for approval before clearance by the Budget Holder.					
260.	The system should provide notification to the Budget holder once the "Final requisition" has been submitted for commitment approval					
261.	The system should provide a notification to the user once the budget commitment is approved by the Budget Holder.					
262.	The system should allow the user to submit the requisition to the management for reviewing, commenting and approval. It should allow the user to make corrections where the requisition has been reverted for clarification and further justification before resubmission to the management for approval.					
263.	The system should allow the user to track the approval process of the requisition.					
264.	Upon submission to the Managing Director (MD), system should have a functionality that allows the Managing Director to "Accept", "Reject" or "Hold" a requisition subject to advise from relevant staff (HOD/SH or any other staff). It should not allow the Managing Director to hold a requisition for more than pre-defined time.					
265.	The system should allow the Managing Director to "Hold" a requisition and get clarification from relevant officers without the knowledge of the user and later "Accept" or "Reject (with reasons)" the requisition subject to the advice given					
266.	The system should allow the Managing Director to					

	"reject" a requisition subject to further clarification or "reject" a requisition permanently with reason. And on rejection the requisition should be sent into the document repository in the EDMS (Electronic Document Management System) and the funds de-committed.					
267.	The system should allow the user to make corrections and resubmit to the Managing Director for further consideration where the requisition was rejected subject to further clarification.					
268.	The system should have a functionality that allows the MD/HOD/SH to delegate the approval function to the relevant staff. It should provide a notification of such delegation to the person delegated to.					
269.	The system should enable the MD to make any changes in the requisition before approval.					
270.	The system should not allow any staff to make changes to the requisition once approved by the MD. The approved requisition should be automatically converted to PDF and stored in the Document repository into the EDMS					
271.	The system should provide a notification to the User, to all activity participants, HOD/SH/Finance and the Procurement once requisition has been "Accepted" by the MD.					
272.	The system should track the time taken from the submission of the request to the time the approval process is completed.					
Stores Requisition for Stationeries/consumables Requirement						
273.	The system should have a functionality that allows the stores officer/user to make a request to the procurement officer for office consumables.					
274.	The system should have an interface with inventory management module					
275.	The system should allow the stores officer/user to select consumables they require before submission of the request for consideration by the approvers.					
276.	The system should not allow the stores officer/user to submit the requisition to the procurement officer without the approval of the HOD/SH					
277.	The system should notify the stores officer/user and the procurement officer once the requisition has been approved by the HOD/SH					
278.	The system should notify the stores officer on the item requested is out of stock					
279.	The system should notify the user once the consumables are ready for collection.					
280.	The system should have a repository of the items requested by the users which were out of stock and					

	notifies the user once the items have been procured. It should allow the user to resubmit the previous requisition to the procurement officer without making a new requisition.					
281.	The system should track the time taken from the submission of the request to the collection of the consumables.					
Stores Management Requirement and Inventory						
282.	The system MUST allow the definition and maintenance of alpha numeric character codes for items					
283.	The system should have templates with predefined set of item attributes					
284.	The system MUST capture the following important information for each Item: <ul style="list-style-type: none"> ✓ Item Number/code (i.e. barcode) ✓ Item description(brief information) ✓ Unit price ✓ Minimum stock quantity, maximum stock quantity ✓ Safety stock level, re-order stock quantity ✓ Last stock date, last stock quantity ✓ Cycle count code ✓ Physical attributes such as weight, volume, length etc. ✓ Lot number, serial number, bar code number ✓ Supplier information, country of origin ✓ Expiry date, purchase date 					
285.	The system MUST allow the definition of the following inventory types inside the application e.g. Consumables, Assets etc.					
286.	The system MUST have an ability to define new Item categories and Catalogues based on their characteristics					
287.	The system MUST allow the assignment of Inventory items to one of these categories and catalogues defined					
288.	The system allows collecting of item information using barcodes or QR codes during receiving and issuing of items.					
289.	The system allows for the issuance of goods and assets and collecting of the data using barcodes/QR Codes, inter stores transfers, etc.					
290.	The system should allow approval of issuance of all stores or assets through the requisition form by the officer in charge of the procurement function or only delegated officer					
291.	The system automates generation of Goods Issue Note that must be associated / matched with a					

	stores requisition note.					
292.	The system allows for full or partial issues/receipts against a stores requisition note or contract					
293.	System should allow for creation and maintenance of approved items price lists					
294.	System should allow for creation and maintenance of supplier items catalogues					
295.	System should allow for creation of an internal Catalogue for all items /Services					
296.	The system allows for the delivery of goods to a specific store					
297.	The system must allow for the generation of: <ul style="list-style-type: none"> ✓ stores issue notes ✓ stores receipt notes ✓ goods in transit notes ✓ proof of delivery notes 					
298.	The system has the functionality that allows different movements of stock items from one store location to another					
299.	The system has the functionality to close a store for stock take Purposes					
300.	The system has the functionality to open a store after a stock take					
301.	The system has the ability to create a new storage location including: <ul style="list-style-type: none"> ✓ A new store ✓ A new stock room ✓ A new bin location 					
302.	The system has the ability to retire an existing storage location including: <ul style="list-style-type: none"> ✓ A store ✓ A stock room ✓ A bin location 					
Inventory Item – reporting						
303.	The system can generate, per storage location, the store movement reports including: <ul style="list-style-type: none"> ✓ Current stocks (Value and Quantity reports, reorder level, balance to reorder level, etc.) ✓ Receipts per a selected period (Value and Quantity LPO/LSO reports) ✓ Issues per a selected period (Value and Quantity reports) ✓ Transfers ((Value and Quantity reports)) ✓ Damaged stocks (Value and Quantity reports) ✓ Expired stocks (Value and Quantity reports) 					
304.	Stock Analysis Report: this report gives information classifying all the items available based on their importance and value.					

	<ul style="list-style-type: none"> ✓ Item categories Report ✓ Stock issues ✓ Per user ✓ Per department/Division 					
Inventory maintenance						
305.	Embed a workflow for the receipt/rejection of inventory (including related procurement and stores movements) and capture approvals, comments and documentation associated with this process/task and updating of the inventory data.					
306.	Automatic updating of inventory levels and balances after issuance/reception of inventory (stocked items and services)					
307.	<p>Valuation of stock: The following options must be available for calculating the unit cost of goods in the store:</p> <ul style="list-style-type: none"> ✓ Last In First Out (LIFO) ✓ First in First Out (FIFO) ✓ Simple average ✓ Weighted average 					
308.	<p>The following details should be captured for updating the stock levels:</p> <ul style="list-style-type: none"> ✓ Item / part number ✓ Item name ✓ Inventory type/category ✓ Item description ✓ Stock date ✓ Comments ✓ Goods Receipt Note (GRN) number ✓ Delivery note number ✓ Quantity in ✓ Cost of items ✓ Quantity out ✓ Expiry date ✓ Supplier number (referenced to the supplier master data in the procurement module) ✓ Supplier name (referenced to the supplier master data in the procurement module) 					
309.	Allow the receiving of inventory both at once and partially					
310.	Should maintain a central access-controlled items master database					
311.	The system must give alerts and notifications when stocks are at the re-order level and on expiry dates					
312.	Embed a workflow for the disposal of items (fixed assets and store items) and capture approvals, comments and documentation associated with this process/task and updating of the information in the fixed asset register or inventory.					

313.	Support the identification of items for disposal both manually and through preconfigured rules e.g. expired, useful life exhausted, damaged, etc.					
314.	Automatic generation of disposal codes					
Inventory maintenance – Reporting						
315.	The system must have provision for extracting any or all of the information above as a report.					
Stock takes						
316.	The system should be able to generate a Stock take count lists					
317.	Allow the manual stock verification stock counts capture by the system, reconcile the physical count against the system count and produce a variance report					
318.	The system should allow for the different actions to be carried out to address the identified variances (e.g. adjustments of the system values, or capture of missing store movements, etc)					
319.	The system should allow for approval of the stock take through a workflow process					
320.	The system should allow for the following types of stock takes: <ul style="list-style-type: none"> ✓ Annual stock take ✓ Periodic stock takes ✓ Ad hoc stock takes ✓ Select (e.g. Fast moving items, etc.) stock takes 					
321.	The system should have the ability to stop, complete, approve/cancel, and/or suspend the movement freeze the stock movements during the period of stock take.					
322.	The system should allow for scheduled stock takes alerts					
323.	The system should have the ability to set up an ad hoc Stock take and Physical Verification Committee					
324.	The system should have the ability to set up access rights to the ad hoc Stock take and Physical Verification Committee for only the duration of the stock take					
325.	The system should have the ability to carry out the stock take for a Division or stock room of the store					
326.	The system should have the ability to generate all standard reports with respect to stock takes					
327.	The system should allow for capture of stock take notes/observations to accompany the physical counts					
Stores Ledger						
328.	The system must interface with the financial system					

	/ accounting module chart of accounts so as to allocate the costs stores issued to the relevant cost/profit centers.					
Additional Reporting Requirements						
329.	In addition to providing a flexible reporting mechanism, the system must be readily able to generate the following reports must be readily able to generate the following reports: <ul style="list-style-type: none"> ✓ Value of store with options for calculating the value of the Store ✓ With items flagged for disposal ✓ Minus items flagged for disposal 					
330.	The officer in charge of the procurement function should have access to a screen that provides him/her with an update on the status of all workflows in his/her department. The objective of this is to allow the officer in charge of the procurement function to have an overview of the status of all requests and activities of his department.					
Purchase Requisition for Assets, Services and Works						
331.	The system should have a functionality that allows the user to request for Assets, Services and Works from the relevant Divisions.					
332.	The system should have an interface with inventory management module					
333.	The system should allow the user to select all assets they require before submission of the request for consideration by the approvers.					
334.	The system should not allow the user to submit the requisition to the procurement officer without the approval of the HOD/SH					
335.	The system should notify the user and the procurement officer once the requisition has been approved by the HOD/SH					
336.	The system should notify the user whether the item is in stock before requisitioning					
337.	The system should not allow the procurement officer to issue the asset procured without approval of Head of Department.					
338.	The system should notify the user once the asset(s) are ready for collection from the central stores.					
339.	The system should have an interface with Activity Requisition Module.					
340.	The system should allow the user to make a "Procurement Activity requisition" through the "Activity Requisition Module" once the items requested is out of stock					
341.	The system should have a repository of the items requested by the users which were out of stock and					

	notifies the user once the items have been procured. It should allow the user to resubmit the previous requisition to the procurement officer without making a new requisition.					
342.	The system should track the time taken from the submission of the request to the collection of the consumables.					
343.	The system should have a functionality that allows the user to indicate the reason why they are requesting for an asset (e.g. New staff, lost, replacement, etc.). It should not allow the staff to be issued with more than one same asset.					
344.	Where the asset is lost, the system should allow the staff to make request subject to approval from Top Management after due processes have been followed including insurance.					
Asset Management System Requirement						
345.	The system must interface with the procurement and inventory management module. For items defined as assets, there should be an embedded workflow for updating the asset register with all the requisite details					
346.	The system should provide a notification to Asset Manager once an item marked as assets is received.					
347.	Ability to generate asset tag based on asset class & predefined sequence numbering to help in the process of physical verification process. This should happen at the central stores					
348.	Ability to allocate each asset to one or more insurance policies					
349.	Provide alerts for payment of insurance premium before the expiry date					
350.	Ability to trigger off alerts as reminders for maintenance of assets					
351.	Ability to register and track warranty information					
352.	Ability to associate a fixed asset with a regional office and calculate depreciation expense accordingly					
353.	The system provides the ability to store manufacturing information					
354.	The system provides the ability to store supplier information.					
355.	The system provides the ability to track to what system a piece of system belongs to					
356.	The system provides the ability to track the asset purchased, installed dates, removed dates, original costs, life-to-date repair costs, current replacement costs.					
357.	The system provides the ability to allow for					

	categorization of an asset (apply different depreciation methods for different components of a major asset)					
Asset Movement Management						
358.	The system should have the functionality to request for and get approval of an asset movement/transfer from one location to another					
359.	The system should have the functionality to monitor the asset movements.					
360.	Provide facility to generate asset movement forms and approvals when asset is moved and identify current location and current user (whenever it is applicable)					
361.	Ability to facilitate inter-zone / inter-department asset receipts, issues and transfers					
Asset Maintenance Management						
362.	The system must be able to maintain an Asset Maintenance budget and total life cycle of the assets					
363.	<p>The system should have the functionality to manage Preventive maintenance. It should have the ability to:</p> <ul style="list-style-type: none"> ✓ Define PM (preventative maintenance) parameters per asset ✓ Define PM inspection schedules per asset ✓ Capture PM inspection feedback reports per asset ✓ Capture PM actions carried ✓ Update PM next inspection date ✓ Capture the team (internal or outsourced) scheduled to carry out the PM ✓ Track all stock items issued towards the asset maintenance work order ✓ Track all outsourced service orders issued towards the asset maintenance 					
364.	<p>The system should have the functionality to manage Breakdown Maintenance. It should have the ability to:</p> <ul style="list-style-type: none"> ✓ Capture repairs reported per asset ✓ Capture repairs inspection feedback reports per asset ✓ Capture repairs actions carried ✓ Define repairs next inspection date ✓ Define the next repair actions ✓ Capture the team (internal or outsourced) scheduled to carry out the repairs ✓ Track all stock items issued towards the asset maintenance work order ✓ Track all outsourced service orders issued towards the asset maintenance 					

Reporting Requirements for Asset Maintenance Management

365.	Provide reports on: <ul style="list-style-type: none"> ✓ PM scheduled, conducted on time, conducted after due date, and not yet done ✓ Per selected period/department/organization unit actions carried out under: ✓ Per selected period/department/organization unit the costs incurred under: 					
366.	The system should generate the following reports: <ul style="list-style-type: none"> a. Assets beyond their useful life b. Assets that have been maintained over a select period c. Assets with maintenance costs over a select threshold d. Assets with +/- maintenance budget balances 					
367.	The system should be able to generate the following work order reports: <ul style="list-style-type: none"> ✓ How many work orders in a certain time period were scheduled or non- Scheduled ✓ How many work orders in a certain time period by reason, subassembly and/or repair type ✓ Open work orders by type, by status (pending, waiting parts, etc.), by location, and/or by asset category 					
368.	The system should be able to generate the Asset/System downtime report by summary or detail by user defined periods for: <ul style="list-style-type: none"> ✓ Each location ✓ Cost centre ✓ Asset category 					
369.	Ability for creating annual disposal plans					
370.	The system should have the functionality to manage different types of asset disposals at WSPs					
371.	The system should have the functionality to manage asset disposals through Sale by Public Tender process					
372.	The system should have the functionality to manage asset disposals through Sale by Public Auction process					
373.	The system should have the functionality to manage asset disposals through Donation process					
374.	The system should have the functionality to manage asset disposals through Trade-In process					
375.	The system should have the functionality to manage asset disposals through Waste/Destruction/burying Disposal process					
376.	Ability to mark assets, in the approved disposal					

	plan, for disposal as well as re-admit assets back into the assets listing.					
377.	Ability to calculate and create automated journals and reverse accumulated depreciation at the time of sale, scrap, and retirement of asset					
378.	The system should have the functionality for the estimation of disposal costs, and ensuring that costs recovered are sent to the appropriate location in budget module					
Asset Disposal Management						
379.	Manage all asset disposal related data including dates, rates and attachable documents.					
380.	Allow for the management of important dates in the asset disposal plan (deadlines, stages and conditions).					
381.	Create individual reports for presenting data on asset disposal					
382.	The system must enable various divisions to develop their disposal plans for the year whose view can be broken down to enable viewing as per various periods e.g. month-on-month, week-on-week, etc.					
383.	Consolidation of disposal plans of various divisions into a single disposal plan and vice versa					
384.	Ability to view and print divisional and consolidated disposal plan					
385.	Have a workflow for disposal plan preparation and approval					
386.	Enable the attachment of documentation to disposal plans submitted by divisions and avail the same during consolidated viewing					
387.	The system must be able to address the requirement of updating the disposal plan on a periodic basis by having an inbuilt workflow for updating the disposal plan					
388.	Ability to track disposal requisitions against the disposal plan at divisional level and company-wide level					
389.	The system should be able to allow categorization of disposal plan requests					
390.	The system should be able to set alerts with respect to initiation of disposal plans preparation					
391.	Ability of the system to support QR coding in asset management					
392.	The system should have a functionality that allows one to generate a number of different standard reports, including: <ul style="list-style-type: none"> ✓ Current asset tagging listing ✓ List of fixed asset transferred between locations or custodian during the period 					

	<ul style="list-style-type: none"> ✓ List of newly added fixed assets ✓ Assets disposed during the period indicating the reserve disposal price, Actual disposal price, and Variance ✓ Assets earmarked for disposal listing 					
393.	All these reports can have their layout changed and have fields included / excluded depending on the users' needs.					
394.	The system must be able to perform fixed assets registration. The registration should be from the procurement process.					
Reporting Requirements for Asset Disposal Management						
395.	Asset tag (Barcode)					
396.	An asset to be uniquely identified					
397.	An asset classification(s)					
398.	An asset to be adequately described					
399.	The status of the asset to be monitored (whether active, suspended, or disposed)					
400.	Impact on the depreciation accounts (balance sheet and profit & loss) when different periods are selected					
401.	The location and holder (responsible person) of the asset to be determined and transfers to be approved and recorded					
Asset Accounting						
402.	Quantity and value of fixed assets per category and in summary to be determined					
403.	Categorization of fixed assets					
404.	Depreciation value to be computed using various methods and parameters					
405.	Quantity and value of fixed assets per category and in summary to be determined					
406.	Fixed asset details to be retrieved such as cost, useful life, salvage value, date of commissioning, etc.					
407.	Warranty & licensing information to be captured and renewal alerts					
408.	Inspection data to be recorded (tagging)					
409.	Revaluation					
410.	Impairments					
411.	The system should have flexible reporting functionality that enables one to extract any information above as a report. It should have a report on assets whose residue book value is fully depreciated.					
412.	The system must be able to perform fixed assets disposal through a workflow. This disposal may be a full or partial disposal.					

413.	The system must be able to perform fixed assets depreciation with options for using different depreciation methods					
414.	The system must be able to post fixed assets ledger entries to the general ledger					
415.	Automated calculation of net book value and gains/loss of asset value					
416.	The system should allow for revaluations of fixed assets					
417.	Ability to automatically check and stop depreciation on reaching the user defined residual values for assets or predefined service years					
418.	Provide facility to account for the retrospective change in depreciation rate/ method (i.e. calculate depreciation for prior periods as per revised depreciation rate/method)					
419.	Provide facility to distribute depreciation expenses among reporting units & department					
420.	Ability to handle impairment of fixed assets and its accounting Treatment					
421.	Ability to permit accounting of sale of fixed assets as per statutory requirements					
422.	The system should have a functionality that allows one to generate a number of different standard reports, including: <ul style="list-style-type: none"> ✓ Fixed assets register ✓ Fixed asset valuation report ✓ Fixed asset depreciation report ✓ Fixed asset reports by asset type and other asset category ✓ Depreciation forecasting report ✓ Accumulated depreciation list by category by Location ✓ List of fixed asset transferred between locations or custodian during the period ✓ List of newly added fixed asset 					
423.	All these reports can have their layout changed and have fields included /excluded depending on the users' needs					
Financial Reporting Requirements						
424.	The system MUST facilitate forecasting of costs and revenue in terms of trends based on historical data.					
425.	The application MUST have following types of reports by date range:- <ul style="list-style-type: none"> ✓ Profit & Loss account monthly, quarterly, annual, comparative ✓ Trial balance with comparative years actual and budget 					

	<ul style="list-style-type: none"> ✓ Performance reports actual VS Budget monthly, quarterly, annual ✓ Statement of Profit and Loss and Other Comprehensive Income ✓ Statement of Financial Position ✓ Statement of changes in equity ✓ Statement of Cash Flows 					
426.	User defined					
427.	Complete IPSAS formats including notes, IFRS formats,					
428.	Complete Quarterly financial statements reports in IPSAS & IFRS formats					
429.	User defined period reports					
430.	Notes to the financial statements					
431.	<p>The application MUST also be able to have consolidated types of reports by date range as follows:-</p> <ul style="list-style-type: none"> ✓ Consolidated Profit & Loss account monthly, quarterly, annual, comparative ✓ Consolidated Trial balance with comparative years actual and budget ✓ Consolidated Performance reports actual VS Budget monthly, quarterly, annual ✓ Consolidated Statement of Profit and Loss and Other Comprehensive Income ✓ Consolidated Statement of Financial Position ✓ Consolidated Statement of changes in equity ✓ Consolidated Statement of Cash Flows 					
Reporting and Business Intelligence						
432.	Ability to generate Customized Reports					
433.	Database SQL Reporting Services enabled					
434.	Development and Integration with other corporate Applications Support for Business Intelligence reporting of all modules data and ability to define adhoc views and reports					
435.	Ability to define key performance indicators and monitor them through the reporting and analysis tool.					
436.	Ability to support analysis of financial reports using graphs and charts					
437.	Ability to perform 'what if' analysis based on data in the system					
438.	Provide a user friendly ad-hoc reporting and analysis tool to assist users in generating reports based on data in the system.					
439.	Ability to define key performance indicators and					

	monitor them through the reporting and analysis tool. Examples include performance on levy collection, actual expenditure vs. budget, ratio of recurrent to development expenditure, rate of cost reduction					
440.	Ability to preview reports before printing					
441.	Ability to use multiple querying capabilities to feed the results of one query into another and roll them up into a single report					
Budgeting Process Requirement						
442.	The system should incorporate online budget preparation functionality and should be able to cover all budgetary elements whether capital or operational expenses					
443.	The system must possess functionality that allows budget preparation at activity, divisional and departmental levels prior to merging into a corporate budget.					
444.	System should be able to maintain and track budgets and expenditure at activity, zonal, departmental and corporate level. It must be able to provide alerts upon attainment of defined threshold.					
445.	The system must have a workflow approvals for creating, uploading and updating the company's annual and supplementary budgets					
446.	The system must be able to keep historic budget information					
447.	The system must keep track of all changes to the budget.					
448.	The system MUST link payments to project budget line items for cost management purposes (where applicable)					
449.	The system MUST be able to accommodate a budget calendar that may be different from a financial calendar					
450.	The system should support rolling over of budget amounts/lines year on year					
451.	The system should provide functionality to view actual data against budgeted data					
452.	The system must be able to support reallocation of budgets between budget lines					
453.	The system must support Activity Based Budgeting providing for a facility to capture objectives, activities and outcomes at item and sub item level					
454.	The system must facilitate multiple years budgeting – prior years and at least 3 future years.					
455.	The system must facilitate allocation of budget ceilings by activity and account code.					
456.	The system must have ability to allow for creation of					

	special budgets (Monthly, Quarterly, Biannual, Annually) etc.					
457.	The system must support both Bottom-Up and Top-Down budgeting.					
458.	The system must support commitment control by not allowing spending on a line item without a budget.					
459.	The system MUST be able to link advances to staff (imprest) and regional offices to budget. Funds so advanced must remain as commitments until they are accounted.					
460.	The system MUST allow for importation of Budget from excel.					
461.	The application should support copying of budgets from a financial period to another.					
462.	The copied budget should be modifiable through application of percentages or absolute figures.					
463.	The system must link all procurements and payments to the budget.					
464.	The system must facilitate viewing of each department/function budget and expenditure to date.					
Reporting Requirements for Budgeting Process						
465.	Dynamic reports with the provision for a drill-down capability.					
466.	Create customized reports (user defined). Users who perform this function will have to be trained on use of the tools					
467.	<p>The reports must conform to the defined reporting templates:</p> <ul style="list-style-type: none"> ✓ Monthly budget reports ✓ Quarterly budget reports ✓ Annual budget reports ✓ Actual vs. Budget ✓ Year expenditure/revenue reports ✓ Reallocation reports ✓ Cost centre budget reports in user defined period ✓ Performance contracting reports ✓ Un utilized commitments ✓ Variance reports. 					
Budgetary Controls						
468.	<p>When preparing the budget out-turn report, one must be able to generate it with the options of:</p> <ul style="list-style-type: none"> ✓ Factoring in all actual payments and committed funds (i.e. funds 					

	<p>whose purchase requisition has been approved but the actual payment has not been made)</p> <p>✓ Factoring in only actual payments made</p>					
469.	The budget out-turn should not include future payments (not yet incurred) as a result of scheduled LPOs or journals.					
470.	The system must be able to capture funded program budgets (e.g. GoK, World Bank, WateWorX, UBSUP etc.) and report on them per the funder's reporting template.					
471.	The system must enable tracking of budget expenditure and produce a report of the Same					
472.	Produce comparative financial statements showing: <ul style="list-style-type: none"> ✓ Prior year budget data ✓ Year to date budget ✓ Annual budget 					
473.	The system must be able to produce reports on committed budgets, actual expenditures and balances per budget line/account holder					
474.	System prevents department level users from updating budget information after it has been submitted.					
475.	Allows Budget Office to "push" worksheets out to departments electronically for budget preparation.					
Audit Trails, Security and Controls Requirement						
476.	Ability to maintain detailed and summary transaction history by account with audit trail					
477.	Ability to secure data and reporting information to appropriate individuals associated with specific departments, roles or functions					
478.	Ability to log reversals or corrections without allowing complete deletion					
479.	Ability to query audit trails by transaction, by user, by account or GL code for both transactions and standing data					
480.	Allow definition of roles with different system permissions which can be assigned to user accounts to ensure segregation of duties including segregation between transaction creator and approver roles					
481.	Allow user access to be controlled at numerous levels e.g. menu level, screens level, transaction level and field level					
Integration, Archiving and Backups Requirement						
482.	Data Archiving					
483.	Ability to support Replication and automated					

	scheduled backups					
484.	System Integration					
485.	Integration with Corporate Emails for workflow and ability to support other systems					
486.	ERP Integration to EDMS					
487.	Work Activity Collaboration					
488.	Records management (File and archive management)					
489.	Workflow/business information processing and management					
490.	Reports					

2. HUMAN RESOURCE MODULE REQUIREMENT

Company Structure

491.	System MUST have ability to include Company structure hierarchy definition and organogram.					
492.	System MUST be able to build a Company structure, which caters to various Company types such as departments, Zonal, sub-Zonal, Units, cost centres.					
493.	System MUST have a functionality to modify the Company structures as and when required and maintain the history of all such changes.					
494.	System MUST have a functionality to assign managers to various units/positions and view the managers and sub-ordinates reporting to them.					
495.	System MUST have an ability to view positions linked to various departments.					
496.	The system must be able to define, develop, analyse/ evaluate and store job descriptions, skills and qualifications required for each position.					
497.	Jobs form will include breakdown of approved jobs or staff establishment, (total number, vacant, occupied, blocked, etc.).					
498.	The system MUST be able to identify jobs and positions uniquely.					
499.	The system MUST be able to maintain history of changes done to the position Details					
500.	Ability to show all vacant and occupied positions & jobs (staff in post).					
501.	Allow job rotation					
502.	Ability for Departmental heads, Zonal Heads using the self-service to request for "New Jobs", "Transfer of jobs and positions" and build the required workflow.					
503.	Ability to link rewards and salary scales with employees' position grading.					
504.	Ability to integrate staff costs with the finance and accounting module					

505.	The system must have the ability to maintain changes in employee position and jobs details such as: <ul style="list-style-type: none"> ✓ Position and job Transfer ✓ Position and job Status ✓ Position and job Description ✓ Position and job History 					
506.	The system should allow for changes in position title.					
507.	The system should allow for upgrading a position.					
508.	The system should allow for downgrading a position.					
509.	The system should allow for removing or returning a position.					
510.	The system should allow for the ability to create several types of employment (terms of service) such as Permanent and Pensionable, contractual, consultant, internship etc.					
511.	The system should allow for addition, removal or amendment of types of employment					
512.	Ability to create grading levels (managerial, technical and support) and flexibility to adding new levels.					
513.	Ability to create employee status (active employment, resigned, suspended, study leave and unpaid leave) and integrate it with affected areas in leave management and payroll					
514.	Ability to generate multiple statistical reports for all positions & jobs within the Company					
515.	Ability to intergrate bio-metric time attendance system in the HRM module					
516.	The system MUST produce the following reports: <ul style="list-style-type: none"> ✓ Company structure reporting by location. ✓ Company structure reporting by department/zonal. ✓ Open and filled positions reporting. ✓ Positions associated with Company. ✓ Budget & Actual Head Count Comparison. 					
Recruitment and Selection						
517.	Ability to create and develop employee requisitions/vacancies.					
518.	Ability to receive applications during online recruitments and serialized					
519.	Ability to allow for information drawn from physical applications to be inputted into the system during recruitments					
520.	Ability to accept both internal and external applications.					
521.	Ability to screen and select candidates.					

522.	Ability to track candidates and recruiter in the placement process.					
523.	Ability to manage pre-placement verification, which includes salary authorization.					
524.	Ability to advertise vacancies internally (self-service)					
525.	Alert the HRM and the HODs on overdue vacant positions					
526.	The system SHOULD enable candidates to apply for available vacancies and allow only those who meet the minimum requirements.					
527.	Ability to generate a long list as per the job criteria e.g. experience, technical, academic and competence qualifications.					
528.	Ability to capture interviewer notes and feedback.					
529.	System MUST have an inbuilt vacancy approval process/workflow.					
530.	System must have a recruitment and selection workflow that covers the process from vacancy creation to defining a new employee.					
531.	Ability to track recruitment drive and produce reports for management (e.g. recruitment costs, time taken to fill a position, status of recruitment drive, etc.).					
532.	Ability to generate resumes from candidate input details.					
533.	Ability to upload and share candidate documents (e.g. certificates, CV, etc.).					
534.	Ability to verify budget prior to recruitment drive.					
535.	Ability to generate offer letters, appointment letters, etc. Ability to send an offer letter electronically or as a print out.					
536.	Ability to generate regret letters.					
537.	Ability to hire staff on contract for a specified period.					
538.	Ability to hire temporary staff and/or interns for a specified period.					
539.	The system should be able to shortlist qualified applicants from the long-list at the point of job application. This will assist HR from having to review overwhelming number of applications from unqualified persons.					
540.	When employees are rehired, the system should link all previous employment information to the new record.					
541.	The system SHOULD have recruitment planning mechanism to capture recruitment plans online					
542.	The system MUST be able to track the requisitions					

	for vacancies for a particular job, grade, location or position					
543.	Ability to schedule interviews					
544.	Ability to track interview results					
545.	The requisition form should be flexible to change according to requirements					
546.	Ability to register the employment contract, renewal and termination					
547.	The system must have the ability to provide an interface for customizing recruitment letters					
548.	Ability to implement a specified probation period for newly hired employees					
549.	Reporting Requirements for Recruitment and selection					
550.	<p>Ability to generate the following reports:</p> <ul style="list-style-type: none"> ✓ Recruitment Activity reports, Recruitment reports –direct / internal reports ✓ Recruitment reports based on recruiting department. ✓ Vacancies report. ✓ Applicants Qualifications reporting. ✓ Statistical reports of the applicants and provide the management with tabular and graphical reports and other analytic presentations ✓ Statistical report of the requested number of employees for a specific area ✓ Staff orientation / induction 					
551.	Should be able to develop induction program within the system with input from HR and user departments.					
552.	Ability to allocate employee compensation and benefits (NHIF, NSSF, club membership, advances, loans, etc.).					
553.	Ability to confirm/reject new employee after completion of probation period or extend probation period.					
554.	<p>At a minimum, the following employee master details must be captured:</p> <ul style="list-style-type: none"> ✓ Staff number (auto-generated) ✓ Nationality ✓ Ethnicity ✓ Disability ✓ Gender ✓ PIN Details ✓ NSSF Details ✓ NHIF Details 					

	<ul style="list-style-type: none"> ✓ HELB status ✓ ID/Passport number ✓ Marital status ✓ Date of birth ✓ Employees names ✓ Contacts (Phone Number, Postal Address, and Email etc.) ✓ Spouse details: name, ID number, occupation and contacts (Phone number, Postal Address, Email etc. ✓ Next of kin details: name, ID number, occupation and contacts (Phone number, Postal Address, Email etc. ✓ County of origin ✓ Dependants: Age, Gender, relation (daughter, son, adopted) ✓ Next of kin details: Names, ID number, occupation and contacts ✓ Employee photo ✓ Employee qualifications, experience and skills ✓ Previous employer ✓ Medical related details ✓ Employment date ✓ Position ✓ Category (senior, management, mid management, support) ✓ Department/Division ✓ Employment status (contract, permanent, probation, temporary) ✓ User-defined comments ✓ Ability to add/delete any bio data as necessary by authorized user 					
555.	The system must allow an employee to view and update personal data such as names, address, contacts, schools and/or University attended, qualifications, HELB, etc. subject to verification and approval.					
556.	The system must allow an employee to view and update payment details such as bank, account name, account number, Bank Branch Codes etc. subject to verification and approval.					
557.	The system must allow the user to view and update information on beneficiary and dependents subject to verification and approval.					
558.	The system SHOULD have storage repository for certification and other relevant documents for employees					

559.	The system SHOULD alert new employees to participate in the induction program coordinated by HR.					
560.	The System SHOULD allow grouping of employees based on various aspects such as department/Division and grades					
561.	The system MUST be able to store working hour's details, work frequency and normal timings for the employee.					
Employee Management						
562.	Act as a centralized portal for disseminating static employee information such as benefits, leave information, disciplinary action and appeal process, FAQs, loans application, benefits, etc. which can be updated as need be.					
563.	The system must be able to manage staff transfers, acting appointments, relocations, promotions and demotions and track such movements.					
564.	The system should be able to address acting appointments. It should be able to capture under an employee's profile: <ul style="list-style-type: none"> ✓ The event of acting appointment ✓ Position ✓ Start and end dates of the appointments ✓ Benefits applicable 					
565.	Embed a workflow that supports Employee transfers including acting Appointments					
566.	Provision for uploading and attaching documents to an employee's profile such as scanned transfer letters, etc.					
567.	Maintain a history of Employee transfers taken and support the ability to profile the same employee					
568.	Employee transfers module should be interfaced with payroll processing component					
569.	Provision for managing employee disciplinary actions					
570.	Embed a workflow that supports the disciplinary process (disciplinary module)					
571.	Provision for uploading and attaching documents to an employee's profile such as scanned warning letters, certificates, commendations, etc.					
572.	Maintain a history of disciplinary action taken against an employee and support the ability to profile the same employee					
573.	Disciplinary module should be interfaced with payroll processing component					
574.	Disciplinary module should integrate with the personal development, training and separation modules					

575.	The system must be able to adequately address situations where an employee is suspended and capture this event on the employee's profile. This includes provision of workflows for initiating the suspension process, ending suspension and reinstating/rejecting an employee after suspension					
Reporting Requirements Employee Management						
576.	<p>Ability to generate the following reports:</p> <ul style="list-style-type: none"> ✓ Employee details by department, location, positions, jobs, grades, payroll, Allowances, etc. ✓ New appointments / joiners report. ✓ Acting appointments report. ✓ Transferred employees report. ✓ Employee addresses and contact details report. ✓ Employees' summary reporting by specific criteria e.g. by department, grade etc. ✓ Employees Locations report ✓ Employee turnover reporting and analysis ✓ Disciplinary actions taken report ✓ Positions Analysis ✓ Contract Employees ✓ Employees by Cost Centre ✓ Employees Ethnicity Reports ✓ Employees by Education Level ✓ Promoted Employees ✓ Retiring Employees ✓ Terminated Employees ✓ Transferred Employees ✓ Workforce planning ✓ Staffing level analysis ✓ Ages of staff ✓ Dates of employment ✓ Report listing employee NHIF, NSSF, PIN, HELB, NSSF or NITA (National Industrial Training Authority) details ✓ Gender analysis ✓ People with Disabilities (PWD) analysis 					
577.	Skill set and competencies status: to list per employee the professional qualifications, academic qualifications, learning / development map, job requirements.					
Performance management						
578.	System MUST have an inbuilt performance appraisal process/workflow.					
579.	Ability to support the s appraisal system with the ability to be configured to any other system such as					

	the balanced scorecard.					
580.	Ability to define various objectives associated with performance management.					
581.	Ability to define and amend KPI's associated with the objectives defined subjected to a workflow approval.					
582.	The appraisal system and KPI's must be amendable for different categories of employees.					
583.	The system must enable calculations for the KPIs against predefined rules to arrive at the performance measurement.					
584.	Ability to monitor and manage performance contract deliverables.					
585.	Ability to capture performance requirements per position: qualification requirements, personal attributes, education, experience, skills, etc.					
586.	Ability to receive periodic (e.g. quarterly) appraisal reviews/results from various Zonal online.					
587.	Ability to send employees / special groups performance appraisal report on the system.					
588.	Ability to track performance appraisal results over a period of time per employee, special group, department, etc.					
589.	The performance management system should interface with the Training and Development module to enable identification of development requirements during the appraisal process and converting them to training requests in the Training and Development module.					
590.	Support the associating of evidence to performance KPI's.					
591.	Extraction of performance data to (excel, MS word, pdf etc.) per employee and per department and Zonal.					
592.	The system should support self-appraisal.					
593.	Assessment of self-appraisals for annual or periodic appraisal process MUST be possible for the managers.					
594.	Support electronic signoffs between the appraised and appraiser and other relevant officials.					
595.	The system should allow the salary adjustment as defined in the salary progression matrix.					
596.	The system must allow the employee to receive performance feedback from their supervisor/manager.					
597.	The system must allow KPI tracking and management dashboards.					
598.	A workflow must be present for issuing a performance rating to an employee.					

Reporting Requirements for Performance management					
599.	The ability to generate the following reports: <ul style="list-style-type: none"> ✓ Performance reporting per individual. ✓ Performance reporting by position. ✓ Performance reporting by department / special group. 				
Training Management					
600.	Ability to match training needs of an employee against their position's qualification requirements (academic, personal attributes, professional, experience, skills, etc.), Company growth plans and performance management system.				
601.	Ability to identify and evaluate training needs based on the performance appraisal.				
602.	Capturing of training requests submissions from user departments.				
603.	Ability to create a list of training providers and their details.				
602.	Ability to create a training plan, manage and update training plan.				
603.	Ability to create a short-list of candidates for training and compare them against the training selection criteria (e.g. competency-based selection).				
604.	The system must have an approval/rejection process for a training plan.				
605.	Ability to create, manage and update an employee's personal development plan.				
606.	Ability to capture information on trainings attended by an employee.				
607.	Ability to capture/receive training and development requests from other departments.				
608.	Ability to maintain historical data on all information captured e.g. trainees, trainers, vendors, training requirements, attendance, training record, performance, cost etc.				
609.	Ability to create (define) training selection criteria and maintain historically (e.g. competencies-based criteria.).				
610.	Ability to allocate roles to different personnel in the training development process.				
611.	Ability to interface the training request process with financial system e.g. raising invoice, LSO.				
612.	Ability to track the status of a training request from requisition through planning to delivery and completion by trainees.				
613.	Centralized cataloguing and tracking of training courses				
614.	Ability to design, create and deliver online training				

	programs for new staff as part of induction (modules and tests).					
615.	The system should have provision for setting the maximum number of trainings and cost a single employee can receive in one financial year.					
616.	The system should have functionality to restrict an employee from registering the same training course more than once after successfully undertaking the course					
617.	The system MUST facilitate development of a training calendar specific to departments within the company, jobs skills requirements, technical aspects and publish the calendar					
618.	The system SHOULD be able to generate training requirements based performance appraisal					
Reporting Requirements for Training Management						
619.	<p>Ability to generate the following reports pertaining to training:</p> <ul style="list-style-type: none"> ✓ Competencies reporting along with skills. ✓ Training requirements reporting. ✓ Trainings history reporting. ✓ List of Attendees of a Course ✓ List of Attendees of a Course in a Department ✓ List of Courses for a certain position ✓ List of Courses Taken by Employee during a defined period ✓ List of Employees not Attended a mandatory Course (if expected to attend) ✓ Enrolled For postgraduate courses/ professional courses / scholarship. ✓ Employee Training/development needs ✓ Staff trained ✓ Trainings delivered ✓ Trainings in the pipeline ✓ Training plan ✓ Training feedback reports 					
620.	Training Attendance (E-Learning / Staff Induction)					
621.	The system should be able to present to employees a list of approved courses from which to choose from					
622.	The system MUST facilitate the enrolment for training courses					
623.	The system MUST enable the users to maintain a history of the courses attended, status of registrations and passes/fails					
624.	The system must be able to track enrolment and maintain enrolment status for all courses					
625.	If registrations are received beyond the maximum capacity of the course, the system must be able to					

	keep a waiting list for that course					
626.	Ability to send reminders and notifications to employees on upcoming courses which they have registered for					
627.	Ability to capture training evaluation and feedback by attendees so as to determine the success of the training delivered					
628.	Ability to record skills gained by the trainee after attendance of the training					
629.	The system must be able to capture the grade (pass/fail/marks obtained) of an employee upon completion of a course either automatically or manually by the trainer					
630.	The system must be able to track on number of hours of training an employee has attended for each course					
Leave Management						
631.	The system MUST automate the leave application process by enabling end-to-end online leave management					
632.	The system must embed a workflow for leave management that can capture comments and approvals related to the task depending on its requirements					
633.	Ability to accrue leave days at a configurable rate.					
634.	Provide alerts and notifications to users and relevant authority on leave days above 15 leave days, 30 days before the close of the financial year. To be advised by the respective Human Resource Managers					
635.	Ability to deduct leave days.					
636.	Ability to suspend leave subject to approval by Head of Department					
637.	Capability to track and extract a history of the leave management data of an employee					
638.	Calculation of leave balances and how much they are worth					
639.	The system must be able to carry forward leave balances as per HR policy and Kenya Statutory laws					
640.	Interfaced with payroll component of the HRMS so as to support the conversion of leave balances to payment (during separation only)					
641.	Should enable users to perform online leave planning on a Financial Year based system and submission of the same into the leave approval workflow or save plans as draft					
642.	Provide alerts and notifications to users and relevant authority on leave anniversary, public holidays, etc.					
643.	The system should provide for Public holidays					

644.	Enable one to apply different types of leave including: <ul style="list-style-type: none"> ✓ Maternity ✓ Study ✓ Paternity ✓ Compassionate ✓ Annual ✓ Compulsory ✓ Terminal ✓ Sick ✓ Unpaid 					
645.	The system must allow initiation of sick leave on behalf of the employee application by HR personnel					
646.	At a minimum, the following details on leave application must be captured: <ul style="list-style-type: none"> ✓ Name ✓ Department/Division ✓ Grade ✓ Date of appointment ✓ Leave entitlement (days per annum) ✓ Leave days applied for ✓ Leave start date ✓ Leave end date ✓ Contacts when away ✓ Leave balance carried forward ✓ Leave balance brought forward ✓ Leave balance 					
647.	The system MUST have the provision to access leave information online.					
648.	The system MUST have a facility to keep a track of number of days of leaves taken, for the various categories of leave					
649.	The system MUST have a facility for the supervisors or the HR users to approve or reject the leave applied by the employees					
650.	Reporting Requirements for Leave Management					
651.	Ability to generate the following reports: <ul style="list-style-type: none"> ✓ The system MUST have a provision to report the usages of leave types. ✓ The system MUST have reporting for various types of leaves for employees. ✓ Leave accruals reporting. 					
Employee separation						
652.	A workflow must be present for WSPs to initiate the separation of an employee in the event that it is a dismissal and capture comments where necessary					
653.	A workflow must be present for processing a request for separation from an employee and					

	capture comments where necessary					
654.	A workflow must be present for processing a request for separation through an employee retirement, and demise and capture comments where necessary					
655.	The system should store the notice period details of all employees					
656.	Employees clearance form should be accessible online					
657.	At a minimum, the following should be captured on the clearance form: <ul style="list-style-type: none"> ✓ Name and Employment Number ✓ Date employed ✓ Forward Contacts ✓ Designation ✓ Department ✓ Type of separation ✓ Last day of service ✓ Leave days due payable ✓ Notice period (adequate/inadequate) ✓ Notice period (to hand over WSPs Property) ✓ Pay in lieu of notice 					
658.	Electronic signoff of clearance form between user and relevant personnel and capture comments					
659.	Integration with compensation module, loans, mortgages, etc.					
660.	Maintain employee exit interview information					
661.	The system should capture the separation event and date under an employee's profile. Further to this, it should capture type of separation (dismissal, resignation, death, retirement, and contract expiry), details and allow attaching of relevant separation documentation					
662.	The system must have a workflow for processing an employee reinstatement application that allows one to either approve and process the reinstatement or reject the reinstatement application.					
663.	The system must be able to address the process of employee reinstatement. During reinstatement, the system should allow one to continue working with the previous data that was captured prior to termination of the employee and register the event of reinstatement on the employee's profile.					
664.	The System MUST allow for terminating the employee record at the conclusion of the employment period without deletion.					
Reporting Requirement for Employee separation						
665.	The system should have the following reports:					

	<ul style="list-style-type: none"> ✓ Terminated / separated employees report. ✓ Terminated Employees by Termination Reason. ✓ End dated positions reports. ✓ Staff due to retire (in 3 years, 2 years, 1 year, 9 months, 6 months) 					
Compensation and Benefits Management (Payroll)						
666.	The system should enable compensation planning.					
667.	The system must provide a workflow for approval or updating of all compensation related configuration data.					
668.	Must be able to capture and maintain all compensation and benefits data such as gross salary, Gratuity, NSSF, NHIF, allowances, benefits, pension contributions, internal loans, insurance relief, Personal Relief, PAYE, HELB etc.					
669.	Must be able to capture Employers' Contribution to Registered or Unregistered Pension Scheme or Provident Fund.					
670.	Must be able to capture Employees' Contribution to Registered or Unregistered Pension Scheme or Provident Fund.					
671.	For the compensation and benefits data above, the system must be able to keep a history of transactions and changes while enabling the extraction of the same separately as a report per employee, department/division for all employees whether current, separated, on leave, etc.					
672.	Must be able to capture and maintain pay disbursement details (i.e. pay mode, bank details, cost center, etc.) allow for amendment and keep a history of such amendments					
673.	Should enable computation of employee costs per employees, Division or Department.					
674.	Must interface with the financial system / accounting module chart of accounts so as to allocate staff costs to the relevant cost/profit centers.					
675.	Generation of tax returns (P9 forms) in batch or on singular basis.					
676.	The system must be able to perform salary transfers / Payments.					
677.	Provision for uploading of payroll data in mass from files such as spreadsheets where necessary. There must be a workflow for approving such uploaded data.					
678.	The system must be able to define categories of benefits and assign employees to benefit categories based on an eligibility criteria (i.e. one off					

	payments, periodic, recurring, etc.).					
679.	The system must be able to define salary plans (i.e. salary ranges and pay plans) for different categories of employees and associate an employee to a salary plan based on predefined rules/qualification criteria.					
680.	Ability to compute employee salary increment based on salary progression matrix.					
681.	The system must be able to compute salaries in Kenya Shilling.					
682.	The system must be able to compute salaries in Foreign Currency.					
683.	The system should enable attaching or referencing of documentation related to employee compensations e.g. garnishment letters, etc.					
684.	Staff must be able to view their pay information online.					
685.	Provision to enable application for loans and salary advances and facilitate approval of the same through a workflow.					
686.	Provision for Alerts when the employee's deductions reach a set threshold – 1/3 of monthly pay.					
687.	Provision to Alerts employee and the HHRA 3 months before the end of the contract					
688.	The system must be compliant to the legal requirements in Kenya regarding employee compensation earning and deductions.					
689.	Ability to process partial deductions if an employee's pay are insufficient to cover the deduction.					
690.	Ability to compute associated employee taxes while taking into consideration the employee's benefits.					
691.	Ability to facilitate payroll planning and calculations.					
692.	Ability to compute gratuity on a monthly / accrued basis as well as compute associated employee taxes the employee's benefits.					
693.	Ability to make payment of gratuities as per the CBK regulation on the last month of the contract					
694.	Ability to pay mass salary changes retroactively and with different options.					
695.	The system must be able to address payments/deductions missed out in the past either to a single employee or a group of employees.					
696.	The system must be able to record loans/advances to the employee under the employee's profile.					
697.	The system must correctly recover loans / salaries advanced to the employee.					
698.	The system must be able to post the recovered amounts correctly to the financial system.					

699.	All compensation and benefits must be formula driven / criteria based. The systems MUST NOT allow arbitrary allocation of compensation/benefits to an employee.					
700.	The system must have robust security features that will protect sensitive salary related information from unauthorized users.					
701.	The system should support multiple payroll cycles					
702.	The system must allow one to define the date when the payroll is run and the date when the salary transfer takes place. The system should allow these dates to be changed in the event that they fall on a holiday.					
703.	Provision for having different payrolls to cater for: <ul style="list-style-type: none"> ✓ Board Members ✓ Contract employees ✓ Casual employees/Consultant ✓ Interns/attachment 					
704.	They system must have flexibility for configuring earnings and deductions so as to capture all earnings and deductions applicable at WSPs.					
705.	There should be provision to schedule earning and deductions in order to address situations where an earning/deduction is one time or severally over a period of time.					
706.	The system must offer functionality to make corrections to a payroll already processed.					
707.	There must be a detailed pay slip explaining every earning and deduction made for every payroll run. The pay slip should clearly separate earnings from deductions.					
708.	The system should maintain a history of all payroll runs and all their information (payments made and costings generated).					
709.	The system must notify HR once the payroll runs and payroll transfers are complete. It must allow HR to track their status and be able to view any error/exceptions in the process and view successfully processed payrolls.					
Reporting Requirements for Compensation and Benefits Management (payroll)						
710.	In addition to a flexible reporting facility, the system must be able to extract the following payroll related reports per employee, per department and per company: <ul style="list-style-type: none"> ✓ Pay slip in softcopy that will be sent to the employee by email in an un-editable format ✓ Bank advice. ✓ Payroll per month ✓ Staff journal. 					

	<ul style="list-style-type: none"> ✓ Additions (benefits, allowances, low interest benefits, bonuses, reimbursement, etc.). ✓ Deductions (loan repayment, HELB, insurance premiums, pensions, mortgage, etc.). ✓ Contributions (pensions, etc.). ✓ Club subscriptions. ✓ Tax returns (P9 forms). ✓ Employee costs. ✓ Employee compensations details report. ✓ Salary related costing details report. ✓ Overtime payment report. ✓ Payroll related costing reports. ✓ Salary on Hold reporting. ✓ Report for pending payments to employees. ✓ Statutory report such as PAYE reporting. ✓ End of service calculations report. ✓ Reimbursement status report ✓ Employee whose contract is below 3 months to termination/renewal ✓ Gratuity paid per employee 					
Awards						
711.	The HR system SHOULD have a provision to develop and manage awards /rewards, recognition, and incentive / motivation programs.					
712.	The system SHOULD facilitate tracking and recognition of service awards such as gifts, certificates.					
713.	The system SHOULD be able to store all the employee related awards history.					
714.	The system SHOULD have a provision of reflecting awards related information to an employee's performance.					
Reporting Requirements for Awards						
715.	The ability to generate reports pertaining to awards: <ul style="list-style-type: none"> ✓ Awards issued per period. ✓ Awards issued per employee. ✓ Incentives provided per period. ✓ Incentives provided per employee. ✓ Listing of awards type. ✓ Listing of incentive type. ✓ The system SHOULD facilitate reporting of service awards such as gifts, certificates. 					
Employee Self – Service						
716.	The system MUST enable the users to maintain their personal data such as name, address, telephone numbers, contacts, qualifications, school and colleges attended, skills attained etc. subject to the supervisor's verification.					

717.	The system MUST enable the users to view their pay slips and P9 on-line for all the processed payrolls.					
718.	The payment details for employees such as bank name, bank branch, account number etc. MUST be visible to users and they must be able to modify the same. Subject to verification and approval					
719.	The system MUST have a facility for the users to upload maintain their beneficiary details and dependents information					
720.	The system MUST facilitate the users to maintain their emergency / next of kin contact details. Subject to verification and approval					
721.	The system MUST have the leave request functionality, which would enable the users to apply for leave.					
722.	The system MUST be able to display the leave balances, leaves taken and eligible leaves for the users.					
723.	Allow employees to update their training information.					
Manager Self – Service						
724.	Line managers MUST have an access to search and view information pertaining to their team members.					
725.	A supervisor MUST have access to view his/her team members' employment as well as applicant history.					
726.	Supervisors MUST have access to view the team members' leave requests and Approve/reject those					
727.	Manager MUST be able to view absence history for his/her entire team.					
728.	Manager MUST be able to update their Divisional/Departmental calendar of events to the institutional annual calendar					
Institutional Calendar						
729.	The system should incorporate online annual institutional calendar preparation functionality and should be able to cover all Zonal/Departments programmatic Calendar					
730.	The system must possess functionality that allows activity plan preparation at a departmental/zonal level prior to merging several departments'/zonals' activity plan into a singular institutional activities plan.					
731.	System should be able to maintain and track of activities at departmental/zonal and institutional level and be able to provide alerts to the user Departmental Heads and Management 1 month, 2 weeks and 1 week before the actual date of the					

	activity					
732.	The system must have a workflow approvals for creating, uploading and updating the Company's annual calendar.					
Reporting Requirements for Institutional Calendar						
733.	Dynamic reports with the provision for a drill-down capability.					
734.	Create customized reports (user defined). Users who perform this function will have to be trained on use of the tools					
735.	Reports with the following parameters: <ul style="list-style-type: none"> ✓ Notifications on due date ✓ Notifications on due date ✓ Calendar by due date ✓ Calendar by completed activities ✓ Calendar by pending activities ✓ Calendar by Division/department 					
Loans and Advances						
736.	Staff must be able to fill loan application form online through the self-service module for the different types of loans and advances: <ul style="list-style-type: none"> ✓ Salary advance ✓ Mortgage/ Car Loan 					
737.	An inbuilt workflow(s) for processing applications of the different types of loans and advances must be present that addresses the unique qualification requirements for each loan/advance. The workflow must address the entire loans application, processing and approval process					
738.	The system must capture the loan/advance against the employee's compensation and benefits profile					
739.	The system must interface with the payroll component so as to correctly record issued loans, recovered loans/advances.					
740.	The system must not allow for issuance of loans/advances that violate the statutory guidance on employee deductions in Kenya					
Reporting Requirements for Loans and Advances						
741.	Production of the various Payroll forms/reports including: <ul style="list-style-type: none"> ✓ Tax Deduction Card (Benefits / Owner Occupiers Interest / Normal Cases) ✓ Tax Deduction Card (Home Ownership Savings Plan) ✓ Tax Deduction Card (Tax Free Remuneration) ✓ Employers Covering Certificates End of Year Returns 					

	<ul style="list-style-type: none"> ✓ Supporting list to End of Year Certificate ✓ Fringe Benefit Tax Return ✓ PAYE Quarterly Return Form ✓ Credit Slip Pay In Book (sample) (only originals are acceptable) 					
Fleet Management Requirement						
742.	Vehicle management The system must cater for the capturing and updating of vehicle related details including: <ul style="list-style-type: none"> ✓ Registration Number ✓ Make ✓ Type of vehicle ✓ Specialized use of the vehicle ✓ Specialized system on the vehicle ✓ Year of Manufacture ✓ Insurance ✓ Fuel type ✓ Tire size ✓ etc. 					
743.	The system must cater for the capture of vehicle related maintenance including: <ul style="list-style-type: none"> ✓ Vehicle Service & Repair History ✓ Travel itineraries History (including the start and return odometer readings) 					
744.	The system must cater for the capture of vehicle fueling and associated odometer reading					
745.	The system must cater for the capture of the vehicle booking and maintain the car booking status detail (e.g. Available, booked, in use, under repair, etc.)					
746.	The system must cater for the capture of the driver allocation and maintain the driver's allocation status detail (e.g. Available, allocated, on safari, Not on duty, etc.)					
747.	The system should be able to store information on the distance covered by fleet					
748.	The system should have the ability to link the vehicle to a specific driver					
749.	The system must cater for the capturing and updating of driver related details (Staff No, Class of Driving License, etc.) and should have the provision to be linked to Employee Master details					
750.	The system must cater for the capture of the details of vehicle usage and the responsible department and linked to Employee Master details					
751.	The system must capture the manufacturer recommended vehicle's Maintenance schedule					
752.	The system must produce the Resource utilization and optimization report					

753.	The system must capture the details of New Insurance Registration, Renewals, Modifications, and Cancellations.					
754.	The system must capture the details of Maintenance Activity Reports					
755.	The system must report using Trend Analysis per vehicle with respect to usage, maintenance, and consumables					
756.	The system must produce the New and Retiring Vehicles Report					
3. BILLING MANAGEMENT MODULE						
Operating Environment						
757.	Multi-User Environment: The system should allow for accessibility of more than 10 users concurrently,					
758.	User customizable for automation to support ease of implementation and enhanced reliability,					
759.	Integrated alert system for database updates, management actions and electronic mail & SMSs.					
760.	Scalable to a web based system to allow for remote operation.					
Database/System						
761.	The database to be Open Database Connectivity (ODBC) compliant,					
762.	The system to be able to run on the latest version of any enterprise database management system and compatible to Android applications,					
763.	System should be web based or standalone with support to web based applications or systems, and should have a feature to allow customer to access their bills via the web, and query their bills via SMS,					
764.	System should have inbuilt capability to send bills to customers through SMS, e-billing, e-mail, etc.,					
765.	The system should have database Restore and Backup (manually or automated), and support cloud backups,					
766.	The database should run on SQL platform because of the database engine architecture designed to share large quantities of data across networks and online systems,					
767.	Capability to roll back and forward the status of the system if errors are encountered, and include database recovery facilities,					
768.	Capability to archive transactions to media based archives based on organization/system administration rules,					
769.	The system should have ability to inherit an existing account keeping trail of all past and present records					

	of the account,					
770.	The past records of the inherited account should be archived, but accessible to specific groups/level of persons,					
771.	Archive records should be locked and only accessible via password.					
Customer Information/Account Maintenance						
772.	Ability to maintain and review all customer account information about accounts e.g. Customer profile and ability to generate statements (date, transaction details, debit/credit status and account balance), Payment details, Billing details, Meter Reading details, Connection details, Events, Meter Movements, etc.					
773.	Automated communications with customers (email/sms), attach files to customers, track time spent with customers, and assign tasks to other users or departments,					
774.	Ability to capture GIS coordinates of the water connections and sewer connections, (make capturing of GIS coordinates mandatory for new connection set up),					
775.	Ability to access and save sanitation conditions and other data of customer e.g. type of toilet, existence of septic tank and sewer line etc.,					
776.	In the event of part-payment, it should provide a mechanism of the agreement to be effected to turn the account active but actively listen/monitor the agreement,					
777.	The system should be able to detect accounts that have not been billed for more than (3) three months consecutively and move them to dormant status and keep trail of the dates of such movements,					
778.	The system should be able to detect in (6) above the reasons for being moved to dormant e.g. no water, cut off for non-payment, or on owners request,					
779.	Customers who request not to be billed through writing and have paid the requisite fee should not appear in data-entry sheet and should not be billable but a report on them can be generated any time,					
780.	Terminated accounts should be archived and should not appear in data entry sheets unless they are inherited and re-activated,					
781.	Ability to capture the sub-location details where the new connection will be made including LR/plot number etc.					
Bill Processing and Meter Reading						

782.	System to manage billing processing cycle and generation of statements that are related to water billing,					
783.	Ability to bill customers from the approved tariff,					
784.	Ability to bill sewer only customers,					
785.	Ability to print a Billing Summary report per category, per scheme (Water/Sewer/meter rent in Kshs/m3, Consumption in m3, number of bills per water only, sewer only and water & sewer only,					
786.	The system should have some intelligence to identify metered consumers and unmetered consumers based on the trend of meter reading data,					
787.	The metered consumers should be re-billed automatically by the system in the event previous billings were billed on estimates,					
788.	Ability to prepare a meter reading cycle, meter reading book and capture meter reading anomalies for example meter stuck, absent customer and print report,					
789.	Ability to generate manual bill, edit periodical bill and to carry out whole billing,					
790.	Ability to bill water tankers/Exhauster and other services invoices/bills for non-customers,					
791.	Ability to produce draft bills, before actual bills are generated,					
792.	Ability to generate exception or variance reports.					
793.	Manage customer categories; domestic, Commercial, Government Institutions, schools, Kiosks, Prepaid Meters etc.					
794.	Manage the customer database and integrity of customer information, maintaining trail of all changes done affecting the account,					
795.	Should support mobile meter reading, real-time transmission and monitoring of meter reading,					
796.	Allow user to determine and print bills based on priority orders per customer category etc.,					
797.	Able to maintain and review meter reader routes as and when recommended,					
798.	Allow for E-billing, support SMS billing, integration with company website for customers to access online bills, query bills via SMS and downloads bills to specified e-mails,					
799.	Bills should be designed to provide for customized notices to customers like open days etc.					
Collection and Debt Recovery						
800.	Revenue , debt management,					

	disconnection/reconnection capabilities,					
801.	The system to receive payments from various payment options (online, mobile service providers, banks etc.),					
802.	Can be able to accept non customers payments of prepared bill/invoices e.g. exhauster/water bowser invoice and keep the history,					
803.	Ability to track/group each non water bill payment by type (survey fees, reconnection fees, meter testing fee) not as miscellaneous,					
804.	Ability to capture non online receipts by their respective dates and types,					
805.	Ability to produce reports on collection and collection efficiency,					
806.	Ability to notify customers payment of their balances on payments done by other modes via sms e.g. m-pesa, eft and Posta etc.,					
807.	Ability to accept multiple accounts payment through/via a single cheque,					
808.	Ability to produce an age analysis report going backwards to six months,					
809.	Ability to generate disconnection analysis basing on amount, number of bills not paid,					
810.	Ability to incorporate part-time payment for those with large debts,					
811.	Ability to capture the details of disconnection of a customer in the system i.e. who disconnected, the date and type of disconnection method, cut off readings,					
812.	Ability to capture the details of reconnection of a customer in the system i.e. who reconnected and the date.					
Customer Service/Low Income Consumer Section						
813.	Automatically issue service orders in response to a variety of events, including billing exceptions and collections activity,					
814.	Capability to manage customer complaints/compliments, and keep detailed history by pending status or any other criteria,					
815.	To be able to capture customer applications including new accounts, change of details, disconnection/reconnection, change of owner, termination / allocation of service,					
816.	Generate quotation for new installation and recoverable works, and work orders,					
817.	Paperless authorization of financial transactions (online validation) in activities such as adjustments and complaints handling,					

818.	Provide for mandatory fields and/or data that must be filled/completed before an account can be created in the system,					
819.	Customer complaint management (trouble ticketing),					
820.	Digital archiving of all applications forms and their supporting documents,					
821.	Escalation of complaints based on Service Level Agreement,					
822.	Ability to view online all current and past account activity at a location and any outstanding balance(s) with the ability to drill down to the account details,					
823.	Ability to notify customers on all account transactions,					
824.	Low Income Consumers (LICs): <ul style="list-style-type: none"> ✓ Monitor Social Connection obligations for capital and prepare amortization schedule, ✓ Group all LICs accounts including Prepaid accounts and Kiosks, ✓ Reconcile all token/Tags and analyze consumption trends for each user, ✓ Provide special and customized reports for all LICs accounts, ✓ Jisomee feature for the LICs, ✓ Non Revenues Water analysis for the LIAs, TMAs and DMAs 					
Meter Management						
825.	Capability to track detailed meter inventory information through real time updates,					
826.	Capability to capture meters' technical information including (Make, serial, size, number of dials, location history, Installation date, meter maintenance history, etc.),					
827.	Ability to issue, install and remove meters from a customer connection and keep the history,					
828.	Allow a customer to be issued a meter only via the system and have only one meter per account,					
829.	The system should have meter management; i.e. meter movement, meters in stock, issued, faulty, etc.,					
830.	The system should manage receiving and issue of meters,					
831.	Reports on meters in stock from a given batch, issued to zones, routes, quarterly reports, etc.					
Integration With Other Systems and Devices, Web and Other Interfaces						
832.	Ability to integrate with a wide range of meter reading devices e.g Psion, Radix, Itron etc. including smart phones,					

833.	Integration with financial, procurement and other systems either internally, through ODBC or standard flat files.					
Process automation and Scheduling (Integrated Workflows)						
834.	The system to provide the ability to automate repetitive tasks to reduce work effort,					
835.	Scheduling of key processes to run automatically at particular times and dates.					
System Security and Auditing						
836.	Maintain a reliable security policy and audit trail,					
837.	Configure rules for individual users/user groups,					
838.	Provide levels of access and approval,					
839.	System administration should have access to all modules but cannot be able to carry out modifications,					
840.	All Access rights to be controlled and defined in the system,					
841.	Security feature should be role based,					
842.	Must have secure and strong system locks,					
843.	Must have period locks,					
Reporting/System Reports						
844.	Comprehensive reporting tools to help manage customer service, revenue stream and business processes,					
845.	Embedded, easy-to-use report builder requiring no third-party System,					
846.	Loaded with pre-configured reports, which can be modified, saved and shared,					
847.	Export/ import capability for reports to a spreadsheet, text, word, or any other format,					
848.	The system in addition to current reports should be able to generate the following reports					
849.	Provide report of connections that have changed status i.e. cut off to active, active to cut-off and active to dormant.					
850.	WARIS Reports, minimum Service Levels Reports, WASPA Reports					
851.	Audit Trails reports,					
852.	End of Month Reporting,					
853.	Ability to print customer statements defined by period and re-print issued invoices with the correct period dates,					
854.	The customer statement should in one face have the following information:					

	<ul style="list-style-type: none"> ✓ Customer Details (Name, Connection Number (New and old), Region, Zone, Route, Telephone contact, Address) ✓ Status at each month, (Actual, Estimate or Cut off, No water, Dormant) ✓ Billing method (Actual or Estimate) ✓ Billed Volume in m³ (cubic meters) ✓ Amount billed (debited) in each month ✓ Amount paid (credited) in each month ✓ Transaction Ref. No ✓ mode of payment ✓ date of credits/debits 					
855.	The system should be able to generate periodic adjustment reports in categories e.g. overstated/understated bills, misplaced credits, etc.					
856.	The system should generate accurate reports to be used in all departments of the organization e.g. finance, audit, stores, etc.					
857.	Ability to print processed payment transactions between defined periods,					
858.	Provide management reports and query facilities on progress of customer service,					
859.	Retrieval of records/data should be easy e.g. retrieval of copy bills.					
860.	Consumers who require bills e.g. institutions should have their bills printable at their zones and routes without necessarily being rerouted or rezoned e.g. Major-zone (suggestion - the system should facilitate check-boxes of those who want their bills printed).					
UFW/NRW						
861.	Enable management of NRW (Non-Revenue Water) by use of master meters located in zonal areas and linked to billings,					
862.	Reports on NRW monthly per master, zonal areas and Company as a whole,					
863.	Ability to capture new master meters and link each master meters to particular customers,					
864.	Ability to capture daily master meter reading.					
Job Cards						
865.	Ability to create job cards from customer complaints,					
866.	Ability to create job cards for internal works,					
867.	Ability to create job cards for new connection installation,					
868.	Ability to create job cards from meter reading anomalies.					

GIS						
869.	The System to have a GIS enabled map of the service area, pipe network and infrastructure,					
870.	Query functions of customers via GIS enabled maps i.e. display customer details on a map in the system,					
871.	GIS enabled; mapping of reconnection/disconnection list, meter status report, large customers, consumer complaints based on complaint category, etc.					
Help Module						
872.	Help module. This is besides system documentation which should be comprehensive and incorporated in the system,					
General Features						
873.	Incorporate Search and filters capability					
4. PROCUREMENT MANAGEMENT SYSTEM REQUIREMENTS						
Formulation of Procurement Plan						
874.	Ability to create annual procurement plan					
875.	The system to allow work flow process for preparation and approval of the procurement plan based on various initiators/processors and approvers.					
876.	The system must enable various divisions to develop their procurement plans for the year whose view can be broken down to enable viewing as per various periods e.g. month-on-month, week- on-week, etc.					
877.	Ability to allow end users to create a procurement requisition based on the procurement plan.					
878.	Automatic confirmation of procurement plans against departmental/divisional budget codes					
879.	Consolidation of procurement plans of various department/division into a single procurement plan and vice versa					
880.	Ability to create, print and view of divisional, departmental and the consolidated procurement plan					
881.	Enable the attachment of documentation to procurement plans submitted by departments and avail the same during consolidated viewing					
882.	The system must be able to address the requirement of updating the					
883.	procurement plan on a periodic basis by having an inbuilt workflow for updating and approval of the					

	procurement plan					
884.	Ability to track requisitions against the procurement plan at divisional, departmental and organization-wide level					
885.	Ability to follow different requisition approval processes depending on the value of goods					
886.	The system should be able to allow procurement personnel to group procurement plan requests into categories					
887.	The system should be able to set alerts with respect to initiation of procurement plans preparation					
888.	Ability to indicate the approved method of purchasing for the requisition e.g. some requisition require open tender, this should trigger the tender initiation process while others can trigger a purchase order directly.					
889.	Provide a report of all pending requisitions as at a certain date showing how long they have been pending. Give periodic alerts to Procurement Division and the users for orders pending in the system.					
Formulation of Procurement Plan – Reporting						
890.	Ability to track and report on purchasing trends against the procurement plan					
891.	Procurement Plan implementation report based on a defined criteria e.g. per period, division, department etc.					
Registration/Prequalification of Suppliers						
892.	The system must support the registration and prequalification of suppliers					
893.	The system must support an on-line supplier portal that shall allow interaction between suppliers and WSPs.					
894.	The suppliers should be able to: <ul style="list-style-type: none"> ✓ Track on-line the status of their procurement documents (e.g. Order, invoice, etc.). ✓ Maintain supplier information (e.g. Contacts, Directors, bank details, etc.) ✓ Register as a supplier and submit bids and seek clarifications pertaining to open bids. 					
895.	Embed a workflow for the supplier registration and prequalification process and capture approvals and comments associated with this process					
896.	Should be able to capture the following supplier details and maintain a central repository (supplier master database):					

	<ul style="list-style-type: none"> ✓ Supplier number (auto-generated) ✓ Supplier type ✓ Category of service ✓ Items / services supplied ✓ Supplier's name ✓ Multiple supplier addresses ✓ Office address ✓ Physical location ✓ Nature of business ✓ Telephone ✓ E-mail address ✓ Trade license no ✓ Certificate of incorporation/registration ✓ Registration no. & date ✓ Tax compliance certificate number ✓ Tax compliance certificate expiry date ✓ VAT Certificate Number ✓ VAT number ✓ PIN Certificate ✓ PIN number ✓ Details of directors (name, nationality, shares) ✓ Share capital ✓ Name of bankers ✓ NSSF Compliance Certificate ✓ NHIF Compliance Certificate ✓ Certificate of Good Conduct ✓ Access to Government Procurement Opportunities (AGLPO/LSO) Certificate ✓ Maximum value of business which can be handled by your firm at any given time ✓ Bank details ✓ Supplier status (Inactive) ✓ Comments on the supplier <p>Ownership/directorship of the company</p>					
897.	The system must allow users in the procurement division to update the status of a successfully registered or prequalified supplier to various status e.g. active to inactive and vice versa.					
898.	Allow sharing of supplier data in the central repository.					
899.	Detection of duplicate suppliers based on unique multiple supplier identification number such as PIN, Internal WSPs reference numbers, etc.					
900.	For suppliers with more than one location, the system should be able to capture all the alternate locations of the supplier under one profile					

	(belonging to the supplier).					
901.	Enable the attachment of documents to supplier prequalification tasks e.g. tender advertised, supplier responsiveness, filled business questionnaire, prequalification document, etc.					
902.	The system MUST be able to block the suppliers who have been debarred					
903.	The system MUST be able to unblock the supplier by appropriate authority					
904.	The system MUST be able to record complaints about the supplier.					
905.	The system MUST maintain a list that shows the items supplied by different suppliers.					
906.	The application MUST facilitate assignment of different items/ products to a supplier upon prequalification/registration.					
907.	The application MUST facilitate assignment of different items/products to a supplier upon prequalification/registration.					
Registration/Prequalification of Suppliers – Reports						
908.	The system should maintain Purchases Year to Date (YTD) in number and currency per supplier					
909.	The system MUST support LSO/LPO reporting of supplier performance analysis in a given period e.g. quality defects, delivery performance, cost/price amongst others.					
910.	The system MUST support LSO/LPO reporting of supplier performance in a given period e.g. Price, quality, delivery, rejected items in number and currency amongst others.					
911.	The system MUST support LSO/LPO generation of a report on shortlisted suppliers					
912.	The system MUST support LSO/LPO generation of a report on status of supplier prequalification process.					
913.	The system MUST support LSO/LPO generation of a report history of bidders who have been given work many times (to promote fairness). The report should have the following details: <ul style="list-style-type: none"> ✓ Name of supplier ✓ Date of award ✓ Nature of work ✓ Value of work ✓ Date of prequalification 					
914.	The system MUST support LSO/LPO generation of reports for supplier company ownership					
915.	The system MUST support LSO/LPO generation of historical information on purchase order/contract cancelled by Company, if any					

916.	The system MUST support generation of reports for supplier company Ownership					
917.	The system MUST support generation of historical information on purchase order/contract cancelled by Company, if any					
Tendering and Requests for Quotations						
918.	<p>The system must be able to capture the following tender details. At a minimum, these details are:</p> <ul style="list-style-type: none"> ✓ Tender number ✓ Name / description of service, goods or works ✓ Tender submission format e.g. combined technical and financial proposal ✓ Location of the bid document e.g. on website or obtained from procurement office ✓ Tender submission location ✓ Deadline for tender submission ✓ Date of tender opening ✓ Bid Bond/ Bid Declaration Certificate ✓ Purchasing fee for tender documents & mode of submission (banker's cheque, cash, insurance bond, etc.) ✓ System generated evaluation criteria ✓ Ability of online evaluation and scoring ✓ System supported evaluation START of Tender closure and end Date after 30 days from closure ✓ Tender evaluation results (both technical and financial results) ✓ Currency of the quotations ✓ Tender Validity period ✓ Tender document (specifications, terms & conditions, etc.) ✓ Status (Evaluation, under negotiation, awarded, advertised, etc.) ✓ Value of tender/quotation ✓ Name of bidder ✓ Number of tenders issued ✓ Responder details: Name of responders, value, technical and financial scores, etc. ✓ System should be able to capture the tender opening proceedings and registration of attendees. ✓ Location of the suppliers ✓ Performance bond value ✓ Expected date of start and completion ✓ Source of funds/budget availability for the 					

	<ul style="list-style-type: none"> tender ✓ User department ✓ Date of contract signing ✓ Name of persons signing the contract/signatories ✓ Date of advertisement ✓ System generated evaluation report ✓ System generated professional opinion ✓ Date of tender award ✓ Method of tender procurement (direct procurement, open tender, restricted, etc.) ✓ Reasons for using the method of procurement ✓ Persons who approved the tender ✓ Tender termination details: tender number, reasons for Termination 					
919.	The system should support LSO/LPO the generation of tender number for the different types of tender					
920.	The system must be able to print out the tender details above for purposes of advertisement and reporting					
921.	The system should have the functionality to manage procurements through Open Tendering process					
922.	The system should have the functionality to manage procurements through Request for Proposals process					
923.	The system should have the functionality to manage procurements through Two-Stage Tendering process					
924.	For all the above tendering processes, based on the Procurement Plan, it should then provide alerts (to user and procurement divisions) within a pre-defined advance period to initiate tender requests.					
925.	The value based on which the system determines whether an RFQ or a tender is needed should be configurable as per the procurement method.					
926.	<p>The system should support the RFQ process by providing a workflow that allows procurement Division to:</p> <ul style="list-style-type: none"> ✓ Receive purchase requisitions from the user department/division ✓ Convert the purchase requisition into an RFQ if it is less than a specified amount ✓ Allow prequalified suppliers to be selected. ✓ Automatically send the RFQ to the selected suppliers via email or allow for printing ✓ Convert an RFQ to the procurement division's purchase Requisition ✓ Convert the procurement division's 					

	<p>purchase requisition to an LPO/LSO upon approval</p> <ul style="list-style-type: none"> ✓ Email the approved LPO/LSO to a supplier. 					
927.	The workflow must be able to clearly capture all approval stages that have taken place					
928.	Provide functionality for evaluating and ranking supplier responses to an RFQ so as to determine the lowest quoting vendor					
929.	<p>For each RFQ sent, the system should be able to capture the following details:</p> <ul style="list-style-type: none"> ✓ RFQ reference number ✓ Description of service ✓ Names of suppliers to whom the RFQ was sent ✓ Name of responders ✓ Prices quoted ✓ Results of evaluation ✓ User defined comments 					
930.	<p>Ability to keep track of the tender evaluation process and stages and time frames through the process including:</p> <ul style="list-style-type: none"> ✓ Tender opening: ✓ Technical evaluation ✓ Financial evaluation ✓ Management of tender opening/evaluation committees ✓ Supplier notification 					
931.	The management tender opening/evaluation committee's access rights are only valid for 30 days. System to provide alerts and reminders to the committee members					
932.	Ability to track timelines for each stage of the procurement process					
933.	<p>Ability to maintain documents associated with the tender process such as:</p> <ul style="list-style-type: none"> ✓ Minutes of opening of tenders ✓ Evaluation reports ✓ Contracts ✓ LPO/LSOs 					
934.	Ability to create a "single "contract number per physical contract that can be utilized across all operations of the ERP, and other WSPS systems.					
935.	Create standardized contracts quickly and easily by utilizing standard menus, lists and auto-fills for LPO/LSO population of contract data.					
936.	Ability to create contracts using standard terms and Clauses.					

937.	The system support LSO/LPOs required fields to avoid missing information					
938.	The system differentiates between prospective and existing vendors.					
939.	Allow special item products to be defined as needed					
940.	The system should have the ability for contract specialists to document the products covered by the contract. This should include general and specific product information.					
941.	Build mechanisms for pricing and service-level agreement flexibility into the contract.					
942.	Support for document management to maintain a tender library of templates and sample documents for the various elements of a tender including tender terms and conditions, draft contract terms and conditions, specifications and related documents					
943.	Ability to track timelines associated with each stage in the contract process and flag where these are exceeded					
944.	Ability to track status of bid bonds. Bid bonds for unsuccessful bidders should be returned when sending regret letters.					
Tendering and Requests for Quotations – Reporting						
945.	The system MUST be able to generate reports on tenders in the pipeline and their status					
946.	The system MUST be able to generate reports on status of the tendering process e.g. contract being drawn, awarded, evaluating, advertised as per specified periods. Alerts should be created to remind users.					
947.	The system MUST be able to generate reports on a list of tenders whose submission dates were extended.					
948.	The system MUST be able to generate reports on a list of RFQ sorted by different criteria e.g. RFQ number, supplier, material group, material/product etc.					
949.	The system MUST be able to generate reports on a price comparison list for RFQs.					
950.	The system MUST be able to generate reports on a summary of tender awards by procurement method, value, reserved tenders etc.					
951.	The system should generate reports on the responsiveness in a particular period e.g. How many responsive tenders in a particular period.					
952.	The system should generate monthly contract status alerts to user divisions.					

953.	The system should generate a list of tenders that have been terminated.					
Purchase requisition and Purchase Order Management						
954.	Embed a workflow for the purchase requisition process and capture approvals, comments and documentation associated with this process/task.					
955.	The system should allow for requisition approvals based on the set thresholds for the different approvers in the work flow process.					
956.	<p>Avail online a purchase requisition form for internal users for raising purchase requisitions to the procurement division. The purchase requisition form should capture the following details:</p> <ul style="list-style-type: none"> ✓ Department and Division raising the request ✓ Requisition date ✓ Description of the item requested ✓ Quantity of items ✓ Reasons for purchase ✓ Technical specifications (e.g. ToR, engineering specifications,etc.) ✓ Budget code ✓ Budget Officer to confirm availability (this should be the funds available as at the time of making the requisition) ✓ Name of requestor ✓ User divisional/departmental/Director approval ✓ Date of approval 					
957.	<p>Once the purchase requisition is submitted to procurement, the procurement division should be able to input extra data that will enable the requisition to be converted to a Purchase Requisitioning Order:</p> <ul style="list-style-type: none"> ✓ Name of suggested supplier ✓ Address of suggested supplier ✓ Quantity & unit of measure ✓ Description/quality of goods ✓ Costs ✓ Name of alternative supplier ✓ Address of alternative supplier ✓ Delivery address ✓ Delivery date of goods ✓ Deadline of submission of the quotation/tender ✓ Discount (percentages, amount) ✓ VAT ✓ Tender/quotation number 					

	<ul style="list-style-type: none"> ✓ Opening Date ✓ System generated price comparison ✓ System generated comments/opinion for recommendation for award 					
958.	The system should have a workflow that allows the following to be carried out when raising a purchase requisition:					
959.	<p>Enables verification of the requisition against departmental budget so as to confirm the availability of funds:</p> <ul style="list-style-type: none"> ✓ Capturing approval/rejection of the requisition by the user departments/Divisional head ✓ Verification by Budget Officer that the budget code has been allocated correctly ✓ Computation of divisional budget balance following the final approval of the purchase requisition 					
960.	The workflow for raising a purchase requisition must be set up such that approval of the budget code associated with a purchase requisition is subjected to the approved procurement plan and the available budget					
961.	The system should be able to perform funds reservation for budgeted Items					
962.	For purchase requisitions that have been rejected, the system must be able to release the commitment of funds					
963.	The system must automate the raising of purchase requisition for stocked and non-stocked goods, and services from short listed suppliers					
964.	<p>The system MUST capture the following details for Purchase order header</p> <ul style="list-style-type: none"> ✓ LPO/LSO Number ✓ LPO/LSO description ✓ LPO/LSO type (maintenance & repair , one time purchase, and service contract) ✓ Requestor ID ✓ Supplier physical address ✓ Suppliers' contact person/directors ✓ Expected delivery date ✓ Comments ✓ Delivery address ✓ Terms ✓ Payment term ✓ Full /Partial Delivery ✓ P.O date 					

	<ul style="list-style-type: none"> ✓ Warranty ✓ Total value of the LPO/LSO/Contract ✓ Quantity ✓ And any other necessary details for a LPO/LSO ✓ Local Agent ✓ Audit Trail of the Creator, Approver and Modifier of the LPO/ LSO 					
965.	The system SHOULD be able to print the LPO/LSO information with company logo only once as an original copy. The re-print option SHOULD indicate duplicate copy.					
966.	The system must have a workflow for generation / raising of local purchase orders following approval of purchase requisition					
967.	Ability to record purchase order acknowledgement from vendor when LPO/LSO is sent by email.					
968.	The system should be able to generate Purchase Orders (LPO/LSO) through a workflow.					
969.	System should automatically generate an alert if acknowledgement is not received within a specified time from LPO/LSO issue date					
970.	All LPO/LSOs generated should include terms and conditions; the system should allow for the definition and maintenance of the terms and conditions.					
971.	The system shall allow an authorized user to update delivery or payment method for a purchase order					
972.	Ability to consolidate related procurements					
973.	The system shall notify the user about any changes made to the order.					
974.	Confirmation of item stock levels prior to raising a purchase requisition					
975.	<p>The system should have a workflow for processing Purchase Requisitions where:</p> <ul style="list-style-type: none"> ✓ The supplier and prices have been identified (Prequalified) ✓ The system must be able to capture all approvals related to the purchase requisitions. These include: <ul style="list-style-type: none"> ✓ Electronic signoff/approvals at the user department level (name, department, Division, date of approval) ✓ Approval references such as referencing to tender, deliberation minutes/reports etc. ✓ All approvals on the system must be clearly captured. 					
976.	The system should have provision for raising					

	purchase requisition for recurring services automatically					
977.	The system should have provision for raising purchase requisition for recurring services that do not issue an invoice such as invoices from utility companies, etc.					
978.	The system should be able to provide for supplementary Purchase Orders and Purchase Requisitions					
979.	System should be able to support LSO/LPO procurement of different services i.e. fixed rate contract service/fixed rate temporary labor/rate based temporary labor					
980.	Manage the entry of Service Entry Sheets i.e. the acknowledgement of the of services received against an LPO/LSO or Contract					
981.	System should be able to show International commercial terms and display clearly the terms with selection options for Countries and their city (s). the final output on LPO/LSO should be e.g. Free On Board(FOB)					
982.	Ability of the system to input and analyze price trending per item and units of Services (Market Survey)					
983.	Ability of the system to track the total cost of Ownership for projects. The system to provide traceability of all cost relating to initial acquisition, installation, maintenance/support LSO/LPO as well as disposal /residual value especially for projects.					
984.	The system should be able to generate an acceptance certificate provide flex fields for end user acceptance of goods and comments for both the WSPS internal processes and the supplier.					
985.	Ability of system to generate material requests based on the set up min-max levels.					
986.	Ability to have the material requests generated go through an approval process and a purchase order or requisition created from them.					
987.	Ability of the system to allow for multiple line description per LPO/LSO					
988.	Processes multi-item type LPO/LSOs					
989.	The system should be able to process LPO/LSOs with multiple delivery Locations					
990.	The system Checks for duplicate Purchase order numbers					
991.	Purchase order/requisition numbers to be system assigned					
992.	System should allow reprint of LPO/LSO with 'copy, amendment no., reprint' marked on the print out					

993.	Ability to enter project details while creating purchase order and interface the details to budget module					
994.	Ability to print purchase order terms and conditions					
995.	Ability to allow authorized users to track status of approval their purchase requisitions and related purchase orders					
996.	Ability to restrict information that end users should view in the procurement process					
997.	Ability to enforce requirement for a contract based on the nature of items/service or value					
998.	Purchase requisition and Purchase Order Management- Reporting					
999.	The system MUST Provide a report of all requisitions for a specific Period.					
1000.	The system MUST provide a report of all pending requisitions as at a certain date showing how long they have been pending					
1001.	The system MUST generate reports on Frequency and volumes purchased and seasonal trending of items					
1002.	The system MUST generate reports on a list of open purchase orders					
1003.	The system MUST generate multi-dimensional reports on open purchase order e.g. By cost center etc.					
1004.	The system MUST generate reports on overdue supplies, which can be used to follow-up with suppliers for the material to be supplied.					
1005.	The system MUST generate reports on Purchase order commitment for the specified period.					
1006.	The system MUST generate reports on Purchase order detail showing the details of all type of purchase orders specified by the user. It MUST display the quantity received against the purchase order.					
Goods/Services Receipts and Inspections						
1007.	The system allows for the receipt of goods, services, works, repaired items, inter stores transfers, etc.					
1008.	The system automates generation of Goods Received Note (GRN) that must be associated / matched with an open Purchase Order(s).					
1009.	The system allows for full or partial receipts against a purchase order or contract					
1010.	The system must allow for the inspection of goods/services/works					
1011.	The system must allow for ad hoc set up of the Inspection and Acceptance Committee					

1012.	The system must be able to capture the Inspection and Acceptance Committee reports after a workflow approval process					
1013.	The system must be able to address situations where the goods have been received but needs to be returned to the supplier.					
1014.	The system should be able to provide alerts to key stakeholders on attainment of certain GRN status					
1015.	System should allow invoicing only for an approved GRN or for consolidated GRNs					
1016.	The system SHOULD have the ability to support one time vendors					
1017.	The system SHOULD have the ability to maintain approved supplier catalogue/lists for inventory items					
Goods/Services Receipts and Inspections – Reporting						
1018.	The system should have the ability to generate reports on pending Purchase Requisition /LPO/LSO					
1019.	By supplier, by item and by department.					
5. TECHNICAL MANAGEMENT SYSTEM REQUIREMENTS						
Production Requirement Description						
1020.	Raw Water					
1021.	Ability to create annual production plan					
1022.	Ability of the system to record and provide complete information on raw water					
1023.	The system should be able to capture the following raw water details and maintain a central repository (raw water database): <ul style="list-style-type: none"> ✓ Name of the source of raw water ✓ Type of the source of raw water ✓ Location of the source of raw water should be integrated or linked with a Geographic Information System (GIS) ✓ Supply locations of raw water should be integrated or linked with a Geographic Information System (GIS) ✓ Design capacity of the source of raw water (Volume) ✓ Operation design of the source of raw water (daily volume performance analysis) 					
1024.	Ability to analyze raw water quality production water treatment plants <ul style="list-style-type: none"> ✓ Number of separate raw water source ✓ Water provided through all raw water sources (m3/day)-list to be provided ✓ Description of tests i.e. Turbidity, pH, colour, 					

	<ul style="list-style-type: none"> temperature and other physio-chemical ✓ Number of tests conducted per raw water source ✓ Number of tests planned ✓ Total number of tests of raw water sources 					
1025.	Ability to generate disaggregated daily, weekly, monthly and annual data and reports on production of raw water					
1026.	Enable authorized users to remark					
Water Treatment						
1027.	Ability of the system to record and provide complete information on water treatment works					
1028.	<p>The system should be able to capture the following treatment works details and maintain a central repository (treated water database):</p> <ul style="list-style-type: none"> ✓ Name of water treatment works ✓ Location of water treatment works should be integrated or linked with a Geographic Information System (GIS) ✓ Supply location of treated water should be integrated or linked with a Geographic Information System (GIS) ✓ Design capacity of water treatment works (Volume) ✓ Operation design of water treatment works (daily volume performance analysis) 					
1029.	Ability of the system to benchmark allowed abstraction levels yearly against the design capacity					
1030.	<p>The system should be able to capture the following water quality details and maintain a central repository (treated water quality database):</p> <ul style="list-style-type: none"> ✓ Annalise water quality against World Health Organization (WHO) standards/guidelines ✓ Water production to (m³/day) ✓ Number of separate networks ✓ Water provided through all networks (m³/day)-list to be provided ✓ Description of tests i.e. Residual chlorine, Bacteriological, Turbidity, pH, colour, temperature and other physio-chemical ✓ Number of tests conducted per network ✓ Number of tests planned according to guideline ✓ Number of tests within Kenya Standard ✓ Total number of tests in networks ✓ Specify <i>treatment chemicals</i>(<i>coagulants, disinfectant, soda ash, difluorides</i>) used for 					

	water production, <i>quantity used</i> and <i>cost per</i>					
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	<p><i>treatment</i></p> <ul style="list-style-type: none"> ✓ Enable authorized users to remark on: <ul style="list-style-type: none"> a) In case of deviation from No. of planned tests give reasons and state what action was taken: b) In case of non-compliance for water quality acceptable limits of tested samples give reasons and state what action was taken: 					
1031.	Ability to generate disaggregated daily, weekly, monthly and annual data and reports on production of raw water					
1032.	<p>The system should be able to capture the following reservoir details and maintain a central repository (reservoir database):</p> <ul style="list-style-type: none"> ✓ Reservoirs unique ID ✓ Type of reservoirs ✓ Location of the reservoirs should be integrated or linked with a Geographic Information System (GIS) ✓ Supply location of reservoirs should be integrated or linked with a Geographic Information System (GIS) ✓ Design capacity of the reservoirs (Volume) ✓ Operation design of the reservoirs (daily volume performance analysis) 					
1033.	Ability to conduct reservoir water balance computation using a predefined formulae to be shared by the water utilities					
1034.	Ability to generate disaggregated reservoirs daily, weekly, monthly and annual data and reports					
1035.	Ability to record water usage volume and backwash frequency as well as generate analysis					
1036.	<p>The following bulk meter attributes should be included in the system registry</p> <ul style="list-style-type: none"> ✓ Number of bulk meters ✓ GPS coordinates; ✓ Location of installed bulk meters ✓ Serial number ✓ Brand ✓ Type ✓ Serial number ✓ Readings ✓ Manufacturing date; ✓ First installation date (can be used to establish the age of the bulk meter in 					

	<p>combination with the manufacturing data, if known);</p> <ul style="list-style-type: none"> ✓ Last installation (or servicing) date (can be used to estimate the age of the bulk meter if the first installation date is unknown); ✓ Operational status: functional, non-functional, damaged (but functional), or testing requested, visible defects; ✓ Ability to make remarks and initiate prompts to address any malfunctions through approval and escalations. ✓ Ability to create a maintenance schedule (who, start, finish and update). 					
Electromechanical						
1037.	Ability of the system to record and provide complete information registry about pumps and motors used in the water distribution network.					
1038.	The pump and motor registry should be integrated or linked with a Geographic Information System (GIS)					
1039.	Ability to record number of pumps and motors					
1040.	<p>The following pump attributes should be included in the registry:</p> <ul style="list-style-type: none"> ✓ GPS coordinates; ✓ (Administrative) zone code; ✓ Serial number; ✓ Brand; ✓ Type: pump, motor, and coupling; ✓ Capacity, pump (hp), motor (kw); ✓ Volt, Amp, single- or three-phase; ✓ Manufacturing date; ✓ First installation date (can be used to establish the age of the pump/motor in combination with the manufacturing data, if known); ✓ Last installation (or servicing) date (can be used to estimate the age of the pump/motor if the first installation date is unknown); ✓ Operational status: functional, non-functional, damaged (but functional), or testing requested, visible defects; ✓ Ability to make remarks and initiate prompts to address any malfunctions through approval and escalations. ✓ Ability to create a maintenance 					

	<p>schedule (who, start, finish and update).</p> <ul style="list-style-type: none"> ✓ The above attributes to be integrated with <u>asset management and requisition sub-modules</u>. 					
1041.	<p>Ability to support energy audits with the following parameters</p> <ul style="list-style-type: none"> ✓ Date of recording ✓ Time (start and finish) ✓ Cumulative pumping period(hours) ✓ Water pumped(m³) ✓ Energy consumed in (kWh) ✓ Energy cost at KES per (kWh) ✓ Billed Electrical Consumption (kWh) ✓ Measured Electrical Consumption (kWh) ✓ Billed – Measured Variance ± (kWh) ✓ Generate comparison graphs 					
Laboratory						
1042.	<p>Ability to generate the following forms</p> <ol style="list-style-type: none"> a. Sample analysis request form b. Test services contract review/enquiry form c. Laboratory test report 					
1043.	Sample date and time must be entered.					
1044.	Purpose of test					
1045.	Full name of person receiving the sample					
1046.	Sampler's full name and contact phone number must be entered.					
1047.	Use full names (versus initials) for sample identification. Ensure proper name and correct spelling is used.					
1048.	Sample location should include the specific location, georeferenced point where the sample was collected and time. Further information to identify the sample location should be entered in the field notes section.					
1049.	The "Client Information" section of the form must be completed.					
1050.	The "Notes" section of the form should be used for specific information relative to the sample that the sampler feels is important to the analysis and should appear on the printed report (i.e. reason for sampling, etc.).					
1051.	Ability of the system to record test requested including type of test, requirement, method and parameters					
1052.	Indicate which laboratory services is used whether					

	in house or outsourced services					
1053.	If in house laboratory services is offered the system should allow authorized users to approve/decline					
1054.	If it is outsourced laboratory services the system should prompt the user to enter invoice number before sample is analysed					
1055.	The system should auto generate receipts after final results and reports are finalized					
1056.	Define sample type i.e. Agricultural, portable water, Waste water, Lake water					
1057.	Date of sample analysis and report (start/finish/time)					
1058.	Predefined time to analyse specific samples					
1059.	Record reagents and substances as well as track quantities and allow requisition					
1060.	Approvals and verification. These include checked by, verified by, approved by					
1061.	Test frequency					
1062.	Test site whether field tests and those done on lab					
1063.	Generate daily, weekly, monthly and annual laboratory reports for reporting to Water Services Board and Water Service Providers					
1064.	Generate disclaimers in predefined templates for sample analysis					
Distribution						
1065.	Define route and network; ability to plot on Google Maps or via GPS					
1066.	Total kilometre of water network					
1067.	Display meter locations on maps.					
1068.	Use GIS tools to create buffers, overlays, joins, thematic maps, dynamic labels, reports, and queries. Perform radial, upstream/downstream, shortest/multiple/redundant path traces for flow, conduit, and cathodic protection networks. Analyse and report on leaks for an area or the entire network					
1069.	Create, assign, manage, and approve work orders in stand-alone mode or through integration with your work management system. Define dashboards and reports to help managers track project status and progress					
1070.	Analyse consumption trends, this should be integrated with billing module.					
1071.	Monitor meter asset performance and make better buying decisions.					
1072.	Identify and target customer segments for					

	personalized communication					
1073.	Ability to track bursts and leaks and capture the following information <ul style="list-style-type: none"> ✓ Incidence reporting time, date and location(to be georeferenced by repair team) ✓ Time taken to respond to repair and update the system on the status ✓ Size of pipe being repaired ✓ Pressure level ✓ Material used 					
1074.	Ability of the system to create a maintenance schedule					
1075.	Gathers consumption data from analogue and smart meters					
1076.	Aggregates consumption data and calculates billing determinants					
1077.	Validates, edits, and estimates (VEE) meter data automatically					
1078.	This system digitizes pipe network data into exact drawing data to facilitate data management in expansion and update of pipe networks					
1079.	This system will support planning of pipe networks and water and waste water service areas by using various pipe network simulations.					
1080.	This system will enable sharing of pipe network information by multiple terminals and quick communications among Pipe Network Planning, Customer Service, Maintenance and other sections.					
1081.	Able to conduct simulations of pressure distribution, flow distribution and flow direction display.					
1082.	Able to manage planned pipe networks in the database.					
1083.	Simulates water suspension by specifying arbitrary shutdown points					
1084.	Displays water suspension regions and customer meters affected by the water suspension on screen.					
1085.	Displays operation valves to minimize water suspension regions.					
1086.	Periodically collect data from existing water billing systems and GIS systems through LAN or media to always make data latest.					
1087.	Displays map data on a web browser.					
1088.	Able to eliminate System installation procedure and save management cost.					
1089.	Able to also be used on a tablet computer or a mobile terminal					

Able To Do On-Site Hydraulic Validation of The District Metered Areas (DMA) and Meter Inspection						
1090.	Ability to support data collection during pressure testing (essentially at night) - drop-test procedure to prove hydraulic isolation					
1091.	Ability to Identify missing or erroneous network interconnections					
1092.	Metrological assessment of existing flow meters used as flow monitoring points					
1093.	Inspection of water meters, gaps and anomalies in the customer meter database					
1094.	Able to create remediation plan					
1095.	Number of known and proposed boundary valves that need to be changed					
1096.	Number of new boundary valves that need to be installed					
1097.	Numbers of meters to be further tested					
1098.	Number of meters to be repaired / replaced					
1099.	Able to create the water asset inventory					
1100.	Ability to ensure the accuracy of the data, e.g. water meter database, customer database					
1101.	Ability to update the Geographical Information System / maps with relevant information (stressed pipes, burst, defective meters...)					
1102.	Ability to update of hydraulic model with data collected					
1103.	Ability to support pressure management with the design and installation of pressure reducing valves					
1104.	Ability to calculate Non-Revenue Water using water balance computation through a predefined formulae to be shared by the water utilities. The formulae will calculate the following attributes; <ul style="list-style-type: none"> ✓ Real losses ✓ Commercial losses ✓ Billed unauthorised ✓ Unbilled unauthorised 					
1105.	Ability to create work plan DMAs					
1106.	Ability to calculate operation and maintenance costs					
1107.	Ability to capture the following DMA meters information; <ul style="list-style-type: none"> ✓ Number of DMA meters ✓ GPS coordinates; ✓ Location of installed DMA meters ✓ Serial number ✓ Brand 					

	<ul style="list-style-type: none"> ✓ Type ✓ Serial number ✓ Readings ✓ Manufacturing date; ✓ First installation date (can be used to establish the age of the DMA meter in combination with the manufacturing data, if known); ✓ Last installation (or servicing) date (can be used to estimate the age of the DMA meter if the first installation date is unknown); ✓ Operational status: functional, non-functional, damaged (but functional), or testing requested, visible defects; ✓ Ability to make remarks and initiate prompts to address any malfunctions through approval and escalations. ✓ Ability to create a maintenance schedule (who, start, finish and update). 					
Reporting						
1108.	Pre-built dashboards with flexible configuration to accommodate emerging needs					
1109.	Embedded analytics based on industry best practices					
1110.	Data models designed to meet utility industry needs					
1111.	Pre-built extractors and schema					
1112.	A rich set of graphics, mapping, and mash-up tools					
1113.	The power and stability of Business Intelligence					
1114.	Near-real-time analytics					
1115.	Easy integration with other enterprise applications					
Sewer Requirement Description						
Treatment Works						
1116.	<ul style="list-style-type: none"> a) Number of sewer treatment works b) Type of treatment <ul style="list-style-type: none"> - Conventional - Biological ponds c) Location of sewer treatment works should be integrated or linked with a Geographic Information System (GIS) d) Influent stream location should be integrated or linked with a Geographic Information System (GIS) e) Release of treated effluent location should be integrated or linked with a Geographic Information System (GIS) 					

	<ul style="list-style-type: none"> f) Design capacity of sewer treatment works (Volume) <ul style="list-style-type: none"> - Conventional - Biological ponds g) Operation design of sewer treatment works (daily volume performance analysis) <ul style="list-style-type: none"> - Conventional - Biological ponds h) Analyse quality of raw and treated sewer against World Health Organisation (WHO) standards/guidelines i) Sewer discharge (m3/day) j) Number of separate sewer networks k) Description of tests i.e. BOD5, COD, pH, Suspended solids, Ammonia, NH4, Nitrate, NO3, Nitrite NO2, Total Dissolved Solids, E.Coli, Total coliform l) Number of tests required per day m) Number of tests conducted n) Number of tests within Kenya Standard o) Total number of tests in separate sewerage treatment plant p) Grit volume q) Rugs weight r) Enable authorised users to remark on: <ul style="list-style-type: none"> - In case of deviation from No. of planned tests give reasons and state what action was taken - In case of non-compliance for effluent discharge quality acceptable limits of tested samples give reasons and state what action was taken 					
1117.	Ability to generate disaggregated daily, weekly, monthly and annual data and reports on effluent discharge					
1118.	Ability to update on treatment work status: <ul style="list-style-type: none"> - Primary - Secondary - Tertiary 					
1119.	<u>Exhauster trucks</u> <ul style="list-style-type: none"> ✓ Number of trucks registered ✓ Licence number and status ✓ Volume of truck ✓ Source of the effluent ✓ Number of trips ✓ Registration number of the truck ✓ Invoice number for licence issued ✓ Auto generate receipts for vendor 					

	<ul style="list-style-type: none"> ✓ Ability to generate disaggregated daily, weekly, monthly and annual data and reports on effluent discharge 					
Sewerage network						
1120.	Total length of network (Kilometres)					
1121.	Define route and network as well as location; ability to plot on Google Maps or via GPS					
1122.	Use GIS tools to create buffers, overlays, joins, thematic maps, dynamic labels, reports, and queries. Perform radial, upstream/downstream, shortest/multiple/redundant path traces for flow, conduit, and cathodic protection networks. Analyse and report on leaks for an area or the entire network					
1123.	Ability of the system to record and provide complete information registry about pumps and motors used in the water distribution network.					
1124.	The pump and motor registry should be integrated or linked with a Geographic Information System (GIS)					
1125.	Ability to record number of pumps and motors					
1126.	<p>The following sewer pump attributes should be included in the registry:</p> <ul style="list-style-type: none"> ✓ GPS coordinates; ✓ (Administrative) zone code; ✓ Serial number; ✓ Brand; ✓ Type: pump, motor, and coupling; ✓ Capacity, pump (hp), motor (kw); ✓ Volt, Amp, single- or three-phase; ✓ Manufacturing date; ✓ First installation date (can be used to establish the age of the pump/motor in combination with the manufacturing data, if known); ✓ Last installation (or servicing) date (can be used to estimate the age of the pump/motor if the first installation date is unknown); ✓ Operational status: functional, non-functional, damaged (but functional), or testing requested, visible defects; ✓ Ability to make remarks and initiate prompts to address any malfunctions through approval and escalations. ✓ Ability to create a maintenance schedule (who, start, finish and update). ✓ The above attributes to be integrated with <u>asset management and requisition sub</u> 					

	<u>modules</u>					
1127.	<p>Ability to support energy audits with the following parameters</p> <ul style="list-style-type: none"> ✓ Date of recording ✓ Time (start and finish) ✓ Cumulative pumping period(hours) ✓ Effluent pumped(m³) ✓ Energy consumed in (kWh) ✓ Energy cost at KES per (kWh) ✓ Billed Electrical Consumption (kWh) ✓ Measured Electrical Consumption (kWh) ✓ Billed – Measured Variance ± (kWh) ✓ Generate comparison graphs 					
1128.	<p><u>Utilities exhauster trucks</u></p> <ul style="list-style-type: none"> ✓ Number of trucks ✓ Licence number ✓ Volume of truck ✓ Daily effluent discharge per truck/per trip ✓ GIS location of effluent exhaustion ✓ Full name of client requesting exhaustion services ✓ Invoice number for exhaustion ✓ Auto generate receipts for client ✓ Approvals and verification. These include checked by, verified by, approved by ✓ Ability to generate disaggregated daily, weekly, monthly and annual data and reports on effluent discharge 					
1129.	<p><u>Manholes</u></p> <ul style="list-style-type: none"> ✓ Number of manholes ✓ GIS location of manholes ✓ Number of manholes covered, uncovered, damage or under repair. Ability to provide and change status overview 					
1130.	<p><u>Geographic Information System (GIS)</u></p> <ul style="list-style-type: none"> • Ability of the system to integrate identified modules with GIS for real-time operational efficiency. Database is one, data is pulled from different modules. Object relation exists. • <u>Production and Distribution</u>: Raw water and water treatment works, reservoirs, production meters: All linked with their IDS, pipe network and supporting fittings (appurtenances), kiosks, B.Hs, river intakes • <u>Laboratory</u>: Sampling points and associated attributive information • <u>Sewer</u>: Sewer network, manholes 					

	<ul style="list-style-type: none"> • Billing: Customer connection, meter types, meter sizes, categories i.e. derived from customer connection records to supplement the spatial information. (Account number or serial number used as a unique identifier • Events: Burst/leaks, sewer blockages, no water cases, water rationing programme, disconnection and reconnection, • Low Income Areas: Boundaries, projects within, project types, partners, project status, project budget, beneficiary mapping, prepaid meters 					
--	--	--	--	--	--	--

6. Customer Relationship Management						
--	--	--	--	--	--	--

1131.	The ability to archive information without deletion, to allow for a clean 'live' dataset whilst maintaining historical reporting and data access;					
1132.	The ability to maintain versions of records, with auditing, workflow and roll-back as appropriate;					
1133.	The ability to record activity against individual users for auditing and process;					
1134.	The ability to 'soft delete' data – removing it from view without actually removing the record from the database;					
1135.	The ability to 'hard delete' – as required, and by specific users only, the ability to permanently and cleanly remove data from the system. We would be interested to see how such deletion is managed from a reporting point of view (i.e., does data become anonymised and summarised or simply deleted?);					
1136.	The ability to accurately control data access, workflow and editorial control based on user permissions, as fed from Active Directory.					
1137.	<p>Other requirements include:</p> <ul style="list-style-type: none"> ✓ Contact management ✓ Outlook integration ✓ Google Apps integration ✓ Account management ✓ Reports ✓ Dashboards ✓ Case management ✓ Knowledge base ✓ Chat ✓ Field service ✓ Workflow ✓ Escalations ✓ Email marketing integration 					

1138.	Scalability <ul style="list-style-type: none"> ✓ User load and distribution ✓ 3-tier architecture in which the functional process logic, data access, computer data storage and user interface are developed and maintained as independent layers on separate platforms. 					
1139.	Availability <ul style="list-style-type: none"> ✓ High-availability features ✓ Backup and recovery requirements 					
1140.	Functional Requirements <i>Cross-functional requirements</i> <ul style="list-style-type: none"> ✓ Phone integration ✓ Screen pops ✓ Entitlement checking ✓ Outbound dialing ✓ Support of specific phone switch 					
1141.	Email support <ul style="list-style-type: none"> ✓ Email integration ✓ Link to corporate email system ✓ Tag outbound emails ✓ Bulk outbound email ✓ Automatic load of incoming email ✓ Automatic processing of incoming emails ✓ Firewall compatibility requirements 					
1142.	Email processing <ul style="list-style-type: none"> ✓ Automatic acknowledgements on emails ✓ Routing of incoming emails ✓ Canned response templates ✓ Automatic response suggestions ✓ Automatic responses 					
1143.	Email utilities <ul style="list-style-type: none"> ✓ Spell checking ✓ Supported formats ✓ Email templates ✓ Attachments (inbound/outbound) 					
1144.	Customer Portal <ul style="list-style-type: none"> ✓ Search capabilities from portal (bills, statements and complains) 					
1145.	Service/support case entry <ul style="list-style-type: none"> ✓ Online case management ✓ Online viewing of existing cases ✓ Management of confidential information 					

	<ul style="list-style-type: none"> ✓ Adding comments ✓ Closing cases ✓ Reopening cases 					
1146.	Chat support <ul style="list-style-type: none"> ✓ Integrated chat support or link ✓ Chat environment ✓ Response templates ✓ Control of window size ✓ Restrict chat access to certain pages ✓ Chat works on all types of pages ✓ Firewall compatibility and requirements ✓ Records of chat communications 					
1147.	Universal queuing and logic.					
1148.	Customer Database					
1149.	Comprehensive records <ul style="list-style-type: none"> ✓ Consumers/corporate customers ✓ Multiple corporate contacts ✓ Special customer relationships e.g. end-user 					
1150.	Custom fields <ul style="list-style-type: none"> ✓ Fields required ✓ Restrictions on creation, deletion ✓ Ease of creation/changes 					
1151.	Link between databases <ul style="list-style-type: none"> ✓ Customer master ✓ Synchronization requirements ✓ Data auditing 					
1152.	Customer history <ul style="list-style-type: none"> ✓ Records needed ✓ Synchronization requirements 					
1153.	Knowledge management <ul style="list-style-type: none"> ✓ Document creation. ✓ Migrate CRM objects to documents ✓ Spell checking ✓ Document templates ✓ Custom document attributes ✓ Document formats ✓ New documents available on the spot 					
1154.	Self-learning features <ul style="list-style-type: none"> ✓ Popularity rankings ✓ User ratings ✓ Report failed searches ✓ Flagging errors 					

1155.	Customizable templates <ul style="list-style-type: none"> ✓ Key reports ✓ Graph templates ✓ Time-based report templates 					
1156.	Contact management <ul style="list-style-type: none"> ✓ Track all interactions ✓ Schedule appointments ✓ Manage to-do items 					
1157.	Support-Tracking Requirements <ul style="list-style-type: none"> ✓ Flexible case attributes ✓ Custom values ✓ Custom fields 					
1158.	Case creation and entitlement <ul style="list-style-type: none"> ✓ Easy/quick case creation ✓ Case packs 					
1159.	Support multiple entitlement strategies <ul style="list-style-type: none"> ✓ Routing, rules, and alerts ✓ Single-criteria routing ✓ Multi-criteria routing ✓ Automatic (forced) assignments ✓ Alert on screen / e-mail /sms ✓ Escalations ✓ Easy-to-use rule engine 					
1160.	Workflow support <ul style="list-style-type: none"> ✓ Special case statuses ✓ Full workflow support ✓ Powerful and flexible workflow engine ✓ Business users can modify workflow 					
1161.	History trail <ul style="list-style-type: none"> ✓ Collaboration and escalation ✓ Automatic and user-controlled escalations ✓ Asking for collaborators ✓ Record collaboration ✓ Make collaboration visible to customers 					
1162.	Customer satisfaction surveys <ul style="list-style-type: none"> ✓ Transaction-based ✓ Sampling mechanism ✓ Opt-out 					
7. PROJECT/GRANT MANAGEMENT MODULE						
1163.	The above module should have the ability to create project-based accounting in order permit users to see the financial state on a project level.					
1164.	It should have the ability to also allow accounting staff to record costs and revenues associated with					

	different projects on a daily basis.					
1165.	It should allow development and uploading of approved project work plan					
1166.	It should have the capability to track progress and update status of project implementation					
1167.	The module should be integrated with basic elements of the other modules.					

Mandatory Project Scope

1. Proposal of a relevant System / Solution
2. Development of a comprehensive project charter; which includes project plan and change management program.
3. Gap analysis, design, production of process blue print and sign-offs
4. Installation, setup and customization of the system
5. The system must be highly scalable and customizable with ability to incorporate future requirements
6. Data migration and commissioning
7. Integrating and interfacing with external / existing applications / solutions
8. Training of both functional & technical staff.
9. Preparation of all technical and functional manuals and documentation
10. One year guarantee of free post implementation on-site support
11. Capacity and skills transfer program to BOMWASCO project team during the implementation.
12. Comprehensive user training program
13. Systems official handover to BOMWASCO
14. Maintenance and support program, support with comprehensive Service Level Agreement (SLA)
15. Indicating any anticipated platform change / upgrade during the next three (3) years and possible implications, where applicable
16. Prove of Documentary Evidence
17. Manufacturer Letter of Authorization

SECTION VII-STANDARD FORMS

Notes on the Standard Forms:

7.1 Form of Tender

This form must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representative of the tenderer.

7.2 Confidential Business Questionnaire Form

This form must be completed by the tenderer and submitted with tender documents

7.3 Tender Security Form

When required by the tender document the tenderer shall provide the tender security either in the form included therein after or in another format acceptable to BOMWASCO .

7.4 Contract Form

The Contract form shall not be completed by the tenderer at the time of submitting the tenderer at the time of submitting the tender. The contract form shall be completed after contract award.

7.5 Performance Security form

The performance security form should not be completed by the tenderer at the time of tender preparation. Only the successful tenderer will be required to provide performance security in the sum provided herein or in another form acceptable to BOMWASCO.

7.6 Bank Guarantee for Advance Payment.

When there is an agreement to have Advance payment, this form must be duly completed.

7.7 Manufacturer's Authorization Form

When required by the tender document, this form must be completed and submitted with the tender document. This form will be completed by the manufacturer of the goods where the tender is an agent.

FORM OF TENDER

Date _____

Tender No. _____

To: _____

[name and address of procuring entity]

Gentlemen and/or Ladies:

1. Having examined the tender documents including Addenda Nos. *[insert numbers]*.the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply deliver, install and commission (..... *(insert system description)*) in conformity with the said tender documents for the sum of *(total tender amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.
2. We undertake, if our Tender is accepted, to deliver install and commission the system in accordance with the delivery schedule specified in the Schedule of Requirements.
3. If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent to 10% percent of the Contract Price for the due performance of the Contract , in the form prescribed by
.....(*Procuring entity*).
4. We agree to abide by this Tender for a period of *[number]* days from the date fixed for tender opening of the Instructions to tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us. Subject to signing of the Contract by the parties.
6. We understand that you are not bound to accept the lowest or any tender that you may receive.

Dated this _____ day of _____ 20 _____

[signature]

[in the capacity of]

Duly authorized to sign tender for an on behalf of _____

7.2 CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

You are requested to give the particulars indicated in Part 1 and either Part 2(a), 2(b) or 2 (c) whichever applied to your type of business

You are advised that it is a serious offence to give false information on this form

Part 1 – General:

Business Name

Location of business premises.....

Plot No..... Street/Road

Postal Address Tel No. Fax E mail

Nature of Business ,.....

Registration Certificate No.

Maximum value of business which you can handle at any one time – Kshs.

Name of your bankers Branch

	Part 2 (a) – Sole Proprietor																								
	Your name in full Age																								
	Nationality Country of origin																								
	<ul style="list-style-type: none"> • Citizenship details 																								
	Part 2 (b) Partnership																								
	Given details of partners as follows:																								
	<table border="0"> <thead> <tr> <th style="text-align: left;">Name</th> <th style="text-align: left;">Nationality</th> <th style="text-align: left;">Citizenship Details</th> <th style="text-align: left;">Shares</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>2.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>3.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>4.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>	Name	Nationality	Citizenship Details	Shares	1.	2.	3.	4.				
Name	Nationality	Citizenship Details	Shares																						
1.																						
2.																						
3.																						
4.																						
	Part 2 (c) – Registered																								
	Private or Public																								
	State the nominal and issued capital of company-																								
	Nominal Kshs.																								
	Issued Kshs.																								
	Given details of all directors as follows																								
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Name	Nationality	Citizenship Details	Shares																						
1.....																						
2.																						
3.																						
4.																						
5																						
Date Seal/Signature of Candidate																									

7.3 TENDER SECURITY FORM

Whereas [*name of the tenderer*] (hereinafter called "the tenderer") has submitted its tender dated [*date of submission of tender*] for the supply, installation and commissioning of..... [*name and/or description of the system*] (hereinafter called "the Tender")

..... KNOW ALL PEOPLE by these presents that WE
.....

..... of having our registered office at
(hereinafter called "the Bank"), are bound unto [*name of Procuring entity*]
(hereinafter called "BOMWASCO ") in the sum of

..... for which payment well and truly to be made to the said
Procuring entity, the Bank binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Bank this _____ day of _____
20_____.

THE CONDITIONS of this obligation are:-

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

We undertake to pay to BOMWASCO up to the above amount upon receipt of its first written demand, without BOMWASCO having to substantiate its demand, provided that in its demand BOMWASCO 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 tender guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

[signature of the bank]

(Amend accordingly if provided by Insurance Company)

7.4 CONTRACT FORM

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

WHEREAS BOMWASCO invited tenders for [certain goods] and has accepted a
tender by the tenderer for the supply of those goods in the sum of
..... [contract price in words and figures] (hereinafter called "the
Contract Price).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to:
2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:
 - (a) the Tender Form and the Price Schedule submitted by the tenderer
 - (b) the Schedule of Requirements
 - (c) the Technical Specifications
 - (d) the General Conditions of Contract
 - (e) the Special Conditions of contract; and
 - (f) BOMWASCO 's Notification of Award
3. In consideration of the payments to be made by BOMWASCO to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the Procuring entity to provide the goods and to remedy the defects therein in conformity in all respects with the provisions of this Contract
4. BOMWASCO hereby covenants to pay the tenderer in consideration of the provisions of the goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the contract.

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

Signed, sealed, delivered by _____ the _____ (for BOMWASCO)

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

7.5 PERFORMANCE SECURITY FORM

To [*name of Procuring entity*]

WHEREAS [*name of tenderer*] (hereinafter called "the tenderer") has undertaken , in pursuance of Contract No. _____ [*reference number of the contract*] dated _____ 20 _____ to supply..... [*description of goods*] (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the tenderer shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Tenderer’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the tenderer a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the tenderer, up to a total of [*amount of the guarantee in words and figure*] and we undertake to pay you, upon your first written demand declaring the tenderer to be in default under the Contract and without cavil or argument, any sum or sums within the limits of [*amount of guarantee*] as aforesaid, without you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____ 20 _____

Signed and seal of the Guarantors

[*name of bank or financial institution*]

[*address*]

[*date*]

(Amend accordingly if provided by Insurance Company)

7.6 BANK GUARANTEE FOR ADVANCE PAYMENT

To [name of Procuring entity]

[name of tender]

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends the General Conditions of Contract to provide for advance payment,

..... [name and address of tenderer](hereinafter called "the tenderer") shall deposit with BOMWASCO a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract an amount of [amount of guarantee in figures and words].

We, the [bank or financial institutions], as instructed by the tenderer, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to BOMWASCO on its first demand without whatsoever right of objection on our part and without its first claim to the tenderer, in the amount not exceeding [amount of guarantee in figures and words]

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there-under or of any of the Contract documents which may be made between BOMWASCO and the tenderer, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid in full effect from the date of the advance payment received by the tenderer under the Contract until..... [date].

Yours truly,

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

7.7 MANUFACTURER’S AUTHORIZATION FORM

To [BOMWASCO]

WHEREAS[*name of the manufacturer*] who are established and reputable manufacturers of [*name and/or description of the goods*] having factories at [*address of factory*] do hereby authorize [*name and address of Agent*] to submit a tender, and subsequently negotiate and sign the Contract with you against tender No. [*reference of the Tender*] for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Tenders.

[*signature for and on behalf of manufacturer*]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by an authorized person.

7.8 LETTER OF NOTIFICATION OF AWARD

Address of Procuring Entity

To: _____

RE: Tender No. _____

Tender Name _____

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

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

(FULL PARTICULARS) _____

SIGNED FOR ACCOUNTING OFFICER

7.9

FORM RB 1
REPUBLIC OF KENYA
PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD

APPLICATION NO.....OF20.....

BETWEEN

.....APPLICANT AND
.....RESPONDENT (*Procuring Entity*)

Request for review of the decision of the..... (*Name of the Procuring Entity*) of

.....dated the...day of20.....in the matter of Tender No.....of
.....20...

REQUEST FOR REVIEW

I/We.....,the above named Applicant(s), of address:Physical address.....Fax No.....Tel. No.....Email, hereby request the Public Procurement Administrative Review Board to review the whole/part of the above mentioned decision on the following grounds , namely:-

- 1.
- 2.
- etc.

By this memorandum, the Applicant requests the Board for an order/orders that:

- 1.
- 2.
- etc.

SIGNED (Applicant)

Dated on.....day of/...20...

FOR OFFICIAL USE ONLY

Lodged with the Secretary Public Procurement Administrative Review Board on day of

.....20.....

SIGNED
Board Secretary

7.10 DECLARATION FORM STATEMENT OF VERIFICATION THAT NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT, 2015

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

1. THAT I am the Chief Executive/Managing Director/Principal Officer/Director of (Name of the Company) who is a Bidder in respect of Tender No. BOMWASCO/001/2021- 2022) to supply goods, render services and/or carry out works for BOMWASCO and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder has not been debarred from participating in procurement proceeding under Part IX.
3. THAT the aforesaid Bidder will not engage in any corrupt practice and has not been requested to pay any inducement to any member of the Board, Management, Staff and/or employees and/or agents of BOMWASCO, which is the procuring entity.
4. THAT the aforesaid Bidder, its servants and/or agents have not offered any inducement to any member of the Board, Management, Staff and/or employees and/or agents of BOMWASCO.

5. THAT what is deponed to hereinabove is true to the best of my knowledge information and belief.

(Title)

(Signature)

(Date)

7.11 WARRANTY CONSENT AND PROPOSAL FOR DELIVERY DATES

Bidders shall be required to fill a delivery date schedule for the software. Delay in supply, delivery, installation and commissioning of the software beyond the proposed supply, delivery, installation or commissioning dates shall attract liquidated damages as stated in the Special Conditions of Contract.

NO	ITEM DESCRIPTION	PROPOSED DELIVERY DATE
1		
2		
3		
4		
5		
6		

Bidders are required to submit a duly signed letter indicating their acceptance to offer one year warranty and maintenance and support on the software. **Failure to submit the written consent of warranty shall result to the bidder being disqualified at the mandatory stage.**

We the below named company commit ourselves to provide warranty for the required period as per the tender documents and to supply, deliver, install and commission the proposed software to BOMWASCO within the specified period above.

Dated this day of ____20 _____

[Signature]

[In the capacity of]

Duly authorized to sign tender for an on behalf of _____

Official Rubber Stamp _____

(This page should be stamped and signed by an authorized person)