



KAPSABET NANDI WATER AND SANITATION COMPANY LTD

P.O BOX 970 - 30300, KAPSABET, KENYA.

Email: info@kanawasco.co.ke / kapsabetwater@yahoo.com

PROCUREMENT FOR GOODS & SERVICES

REQUEST FOR QUOTATION (RFQ)

QUOTATION NAME: SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION, TESTING, COMMISSIONING AND MAINTENANCE OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM & SUPPLY OF COMPUTER HARDWARE FOR KAPSABET NANDI WATER AND SANITATION COMPANY LTD

QUOTATION NO: KNWSC/WSTF/CSLG II B/001/2025-26

Project Name: Water and Sanitation Development Project – Conditional Liquidity Support Grant (CLSG) II B

Project No : P156634

Credit No : 6030-KE

Country : KENYA

Issued on : 11/09/2025

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REQUEST FOR QUOTATIONS (RFQ)

To:

From:

KAPSABET NANDI WATER AND SANITATION COMPANY LTD
P.O BOX 970 - 30300,
KAPSABET, KENYA
EMAIL ADDRESS: info@kanawasco.co.ke / kapsabetwater@yahoo.com.

Title of the Quotation:

SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION, TESTING, COMMISSIONING AND MAINTENANCE OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM & SUPPLY OF COMPUTER HARDWARE FOR KAPSABET NANDI WATER AND SANITATION COMPANY LTD

Quotation Reference Number:

KNWSC/WSTF/CSLG II B/001/2025-26

1. The **Government of Kenya has received** financing from the World Bank (Bank) toward the cost of the purchase of goods and intends to apply part of the proceeds toward payments under the contract for **SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION, TESTING, COMMISSIONING AND MAINTENANCE OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM & SUPPLY OF COMPUTER HARDWARE FOR KAPSABET NANDI WATER AND SANITATION COMPANY LTD.**
2. KAPSABET NANDI WATER AND SANITATION COMPANY LTD (KANAWASCO) invites you to submit quotations for **Supply of Goods** as indicated in detail in “Table A. Schedule Of Requirements and Specifications.”

Fraud and Corruption

- (i) The Bank requires compliance with the Bank’s Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG’s Sanctions Framework, as set forth in the attachment to the Contract Conditions (Attachment A).
- (ii) In further pursuance of this policy, Suppliers shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit the Bank to inspect all accounts, records and other documents relating to the RFQ and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.

Eligible Goods

- (iii) All the Goods to be supplied under the Contract and financed by the Bank may have their origin in any Eligible Country.

(iv) A list of the Purchaser's requirements is on page 9 of this Request for Quotation (RFQ) document.

Eligible Suppliers

(v) A Supplier that has been sanctioned by the Bank, pursuant to the Bank's Anti-Corruption Guidelines, in accordance with its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework as described in the attachment to the Contract Conditions

(Attachment A) paragraph 2.2 d., shall be ineligible to submit Quotations or be awarded or otherwise benefit from a Bank-financed contract, financially or otherwise, during such period of time as the Bank shall have determined. A list of debarred firms and individuals is available on the Bank's external website: <http://www.worldbank.org/debarr>.

(vi) Suppliers that are state-owned enterprises or institutions in the Purchaser's country may be eligible to compete and be awarded a Contract(s) only if they can establish, in a manner acceptable to the Bank, that they:

- (a) are legally and financially autonomous;
- (b) operate under commercial law; and
- (c) are not under supervision of the Purchaser.

(vii) A Supplier shall not have a conflict of interest. Any Supplier found to have a conflict of interest shall be disqualified. A Supplier may be considered to have a conflict of interest for the purpose of this Request for Quotations process, if the Supplier:

- a) directly or indirectly controls, is controlled by or is under common control with another Supplier that submitted a Quotation;
- b) receives or has received any direct or indirect subsidy from another Supplier that submitted a Quotation;
- c) has the same legal representative as another Supplier that submitted a Quotation;
- d) has a relationship with another Supplier that submitted a Quotation, directly or through common third parties, that puts it in a position to influence the Quotation of another Supplier, or influence the decisions of the Purchaser regarding this Request for Quotations process; or
- e) or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, or Related Services, that are the subject of the Request for Quotations process; or
- f) or any of its affiliates has been hired (or is proposed to be hired) by the Purchaser or borrower for implementing the Contract; or
- g) would be providing Goods, works, or non-consulting services resulting from, or directly related to consulting services for the preparation or implementation of the project specified in this Request for Quotations, that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or
- h) has a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who: (i) are directly or indirectly involved in the preparation of the Request for Quotations or specifications and/or the evaluation of Quotations, of the subject Contract; or (ii) would be involved in the implementation or supervision of such Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Bank throughout the Request for Quotations process and

execution of the Contract.

3. The quotation shall follow the instructions and documents in this RFQ document and shall be in English Language. Suppliers may obtain further information during office hours **8.00 AM – 5.00 PM** at the address given below.
4. Quotations shall be submitted in accordance with the instruction in Part 1: Quotation Procedures and in a **sealed envelope clearly** indicating
 - a) name and address of supplier,
 - b) the quotation name and title and must reach the Procuring Entity at the address indicated below not later than **FRIDAY 19TH SEPTEMBER, 2025 AT 12.00 Noon.** Quotations can be delivered by registered mail, courier or hand delivery at the supplier's option. ***Late quotations shall be rejected.***
5. Any clarification request regarding this RFQ may be sent in writing to: info@kanawasco.co.ke / kapsabetwater@yahoo.com. Requests for clarification should be received by the purchaser not later than: **3 days prior to the deadline for submission for Quotations.**

Any resulting contract shall be subject to the terms and conditions detailed in Part 3: Contract

PART 1: INSTRUCTIONS TO SUPPLIERS

1. **Suppliers are advised to read carefully** these instructions and the Conditions of Contract in Part 3: Contract, before preparing the quotation.

The standard forms in this RFQ may be photocopied for completion but the Supplier is responsible for their accurate reproduction.

The term Supplier shall mean the firm or person invited to submit a quotation.

The term Quotation herein shall mean the quotation submitted as usually understood in public procurement.

2. **Validity of Quotations:** The quotation will be held valid for **Thirty (30No.)** days from the date of submission/ Closure date of the quotation.
3. **Manufacturer's Authorization** - A Supplier that does not manufacture or produce the Goods it offers to supply shall submit a ***Manufacturer's Authorization*** using the form included to this RFQ to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in the Purchaser's Country.
4. **Bid Security** - A Bid Security ***shall be*** required. The bid security amount shall be **KSHS. 500,000.00** and shall remain valid for a further 28 days beyond the bid validity period of **FURTHER 28 DAYS FROM THE BID VALIDITY DATE.**
5. **The Quotation shall consist of** completed Tables A, B and C and the Form of Quotation all indicated in Part 2 of this Request for Quotations, and documents to evidence Eligibility and Conformity to Technical Specifications.
6. **Sealing and Marking of Quotations:** Quotations in one "one original" should be sealed in a single envelope, clearly marked with the **Quotation Reference Number** in the RFQ, the **Suppliers** name and the name of the Procuring Entity. Envelopes should be sealed in such a manner that opening and resealing cannot be achieved undetected.
7. **Submission of Quotations:** Quotations as per Item 11 below, should be submitted to the address below, on or before the date and time indicated in sub-item 4 below. Late quotations will be rejected

Address for Submission of Quotations.

Name of Procuring Entity: **KAPSABET NANDI WATER AND SANITATION COMPANY LIMITED**

Name of Department: **WATER AND SANITATION**

Mailing Address: **P. O. BOX 970 – 30300 KAPSABET, KENYA.**

Physical address: **KAPSABET TOWN**

Street Name: **OFF PAMELA JELIMO ROAD, NEXT TO PAG CHURCH**

a) Date of submission (deadline): **FRIDAY, 19TH SEPTEMBER, 2025**

b) Time of Submission (deadline): **12.00 NOON**

8. Opening of Quotations: Quotations will be opened immediately after the closing date and time specified in item 5 (4) above, by at least three appointed officials of the Procuring Entity.

9. Examination and Evaluation of the Quotations

a) Supplier Eligibility:

Supplier must submit Documentary evidence to show His/her eligibility to be awarded a contract to cover each of the following: *(All Copies of Documents Must be certified before commissioners of oath)*

- i. Attach a copy of the Certificate of Incorporation / Registration.
- ii. Attach a valid copy of KRA Tax Compliance Certificate.
- iii. Bid Bond (Kshs. 500,000) from a bank or insurance approved by PPRA.
- iv. Attach a Valid Business Trading License.
- v. Attach PIN Certificate.
- vi. Provide a Valid certified copy of CR12 form issued by Registrar of Companies.
- vii. Evidence of a permanent office for the bidding entity in the form of either office space lease/rent agreement/utility bills.
- viii. Written confirmation of authorization of the person signing the tender on behalf of the Bidder. Attach a duly signed and stamped power of Attorney Commissioned by Commissioner for oaths or notarized by notary public.
- ix. Attach a duly filled and signed Confidential Business Questionnaire as per the format provided.
- x. Self - Declaration Forms strictly in the format provided;
- xi. Attach Duly filled and signed Certificate of Independent Quotation Determination as per the format provided.
- xii. The Supplier shall also complete attached forms to confirm eligibility and non- existence of a conflict of interest in relation to this procurement requirement by signing the attached Forms.
- xiii. Attach Company Profile.
- xiv. Bidders shall submit the latest three years 2023, 2022 & 2021 audited financial statements and a copy of the Auditors/Audit firms valid ICPAK practicing license for the respective years and a copy of a current certified license of the of the Auditor from ICPAK.
- xv. The bid document “Original” must be sequentially paginated /serialized. Bidders Must have set of their documents paginated (Serialized) to ensure compliance with section 78(5) of Public procurement and Assets Disposal Act, 2015. (From the first page in format 1,2,3,4 to the last page)
- xvi. Bidder Must Attach Copy of Certificates or accreditations from ICT Authority for:

- ICTA 1: Systems and applications
 - ICTA 2: Cloud Computing
- xvii. Must submit Software Manufacturer's Authorization or Patent Rights Declaration. (Letter of authorization by the software developer if different from bidder) or proof of system ownership
 - xviii. Bidders must provide certificates of registration as Data Processor and Data Controller from the office of the data protection commissioner (shall be verified online from the register of data processors)
 - xix. Evidence of having undertaken similar works of similar magnitude (for all the modules bided for) in at least one company and the list of modules implemented in each utility.
 - xx. Letters of recommendation from at least one company that the firm is currently serving, along with their contacts.
 - xxi. Must submit a copy of LPO/Letter of Award, a copy of the contract, a completion certificate, and a recommendation of successful implementation of an ERP system in at least one (1) Company with a minimum contract value of KES 20,000,000.00 (Twenty Million).
 - xxii. Evidence of a valid Professional Indemnity Cover for the bidder for an insured sum of at least Kshs. 20 million (Twenty Million Kenya Shillings). A policy document shall be attached.

b) Technical examination to determine works eligibility, compliance with technical specifications and commercial responsiveness. Quotations failing this stage will be rejected and not considered in next stage.

c) Financial comparison of quotations to determine the lowest evaluated quotation. The currency of evaluation is Kenya Shillings.

10. Invitation not transferable: This invitation is not transferable to other firms or individuals not so invited.

11. Goods Eligibility: Supplier must submit as evidence documents to show the country of origin of any goods to be supplied or incorporated in the work or services

12. Technical Specifications: Documentary evidence to show that the goods meet the technical specifications.

(As provided in Part 2: Schedule of Requirements, Table A. Schedule Of Requirements and Technical Specifications where applicable). Bidders shall be required to meet all technical specification as provided by Kapsabet Nandi Water and Sanitation Company Ltd and failure to meet any of the technical requirement of the goods, the bid shall be considered non-Responsive and shall be rejected at this stage and shall not be considered further for detailed Evaluation. Bidder shall be required in their submission to include brochures /technical data sheets where necessary for the goods to be supplied under the contract.

13. Alternative Quotations: Suppliers are **not permitted** to submit alternative quotations for goods/alternative technical solutions for specified parts of the Works or Services. Only the Supplier with the winning quotation conforming to the basic technical requirements shall be considered by the Procuring Entity.

14. Currency: Quotations shall be priced in Kenya Shillings. Quotations in other currencies will be rejected if not allowed.

15. Evaluation of Quotations: The evaluation of quotations will be conducted using the procedure set out below to ensure the following: -

- (a) Price Quotations shall be evaluated per line item;
- (b) Compliance with the Technical Specifications, (*Attach Technical Data sheets where applicable*)
- (c) Commercial terms (bid Validity, bid security validity etc.)
- (d) Manufacturer's Authorization (MA);
- (e) Delivery and Completion Schedules and any other requirements of the RFQ;
- (f) Compliance with the following Mandatory Documents
 - i. Attach a copy of the Certificate of Incorporation / Registration.
 - ii. Attach a valid copy of KRA Tax Compliance Certificate.
 - iii. Bid Bond (Kshs. 500,000) from a bank or insurance approved by PPRA.
 - iv. Attach a Valid Business Trading License.
 - v. Attach PIN Certificate.
 - vi. Provide a Valid certified copy of CR12 form issued by Registrar of Companies.
 - vii. Evidence of a permanent office for the bidding entity in the form of either office space lease/rent agreement/utility bills.
 - viii. Written confirmation of authorization of the person signing the tender on behalf of the Bidder. Attach a duly signed and stamped power of Attorney Commissioned by Commissioner for oaths or notarized by notary public.
 - ix. Attach a duly filled and signed Confidential Business Questionnaire as per the format provided.
 - x. Self - Declaration Forms strictly in the format provided;
 - xi. Attach Duly filled and signed Certificate of Independent Quotation Determination as per the format provided.
 - xii. The Supplier shall also complete attached forms to confirm eligibility and non- existence of a conflict of interest in relation to this procurement requirement by signing the attached Forms.
 - xiii. Attach Company Profile.
 - xiv. Bidders shall submit the latest three years 2023, 2022 & 2021 audited financial statements and a copy of the Auditors/Audit firms valid ICPAK practicing license for the respective years and a copy of a current certified license of the of the Auditor from ICPAK.
 - xv. The bid document "Original" must be sequentially paginated /serialized. Bidders Must have set of their documents paginated (Serialized) to ensure compliance with section 78(5) of Public procurement and Assets Disposal Act, 2015. (From the first page in format 1,2,3,4 to the last page)
 - xvi. Bidder Must Attach Copy of Certificates or accreditations from ICT Authority for:
 - ICTA 1: Systems and applications
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 - xvii. Must submit Software Manufacturer's Authorization or Patent Rights Declaration. (Letter of authorization by the software developer if different from bidder) or proof of system ownership
 - xviii. Bidders must provide certificates of registration as Data Processor and Data Controller from the office of the data protection commissioner (shall be verified online from the register of data processors)
 - xix. Evidence of having undertaken similar works of similar magnitude (for all the modules bided for) in at least one company and the list of modules implemented in each utility.
 - xx. Letters of recommendation from at least one company that the firm is currently serving, along with their contacts.
 - xxi. Must submit a copy of LPO/Letter of Award, a copy of the contract, a completion certificate,

- and a recommendation of successful implementation of an ERP system in at least one (1) Company with a minimum contract value of KES 20,000,000.00 (Twenty Million).
- xxii. Evidence of a valid Professional Indemnity Cover for the bidder for an insured sum of at least Kshs. 20 million (Twenty Million Kenya Shillings). A policy document shall be attached.

- 16. Lowest Evaluated Quotation:** The lowest evaluated AND substantially Responsive quotation shall be recommended for award of contract.
- 17. Award of contract:** The Contract will comprise the item(s) awarded to the successful Supplier and will be awarded to the Supplier/s who:
- a) Is Eligible and Offers Eligible Goods;**
 - b) Offers the Substantially Responsive and Lowest Evaluated Price/s,**
 - c) Technically Compliant Quotation, and**
 - d) Guarantees delivery, in accordance with the delivery period/s.**
- 18.** Award of contract shall be by placement of a Letter of Acceptance or Local Purchase Order in accordance with Part 3: Contract. The currency of award and payment shall be currency in which the quotation was submitted. Unsuccessful Suppliers who responded will be notified of the accepted quotation, indicating the name and the amount of the accepted quotation
- 19. Right to Reject:** The Procuring Entity reserves the right to accept or reject any quotation or to cancel the quotation process and reject all quotations at any time prior to contract award.

QUOTATION FORM

Supplier Quotation Form

From:	<i>[Insert Supplier's name]</i>
Supplier's Representative:	
Title/Position:	
Address:	
Email:	

To:	<i>[Insert Purchaser's name]</i>
Purchaser's Representative:	
Title/Position:	
Address:	
Email:	
RFQ Ref No.:	
Date of Quotation:	

SUBMISSION OF QUOTATION

1. Conformity and no reservations

In response to the above named RFQ we offer to Supply, Install, Configure, Customize, Test, Commission and Maintain an Enterprise Resource Planning (ERP) System & Supply Computer Hardware for **KANAWASCO** as per this Quotation and in conformity with the RFQ, Delivery and Completion Schedules and Technical Specifications. We confirm that we have examined and have no reservations to the RFQ, including the Contract.

2. Eligibility

We meet the eligibility requirements and have no conflict of interest, in accordance with the Request for Quotations.

Suspension and Debarment

We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Purchaser's Country laws or official regulations or pursuant to a decision of the United Nations Security Council.

3. Quotation Price

Our individual item ***Total Price is indicated on the price schedule***

The total price of each item of our offer is **KSHS**.....

4. Quotation Validity

Our quotation shall be valid until ***[insert day, month and year.....]***, and it shall remain binding upon us and may be accepted at any time on or before this date;

5. Not Bound to Accept

We understand that you reserve the right to:

- a. accept or reject any Quotation and are not bound to accept the lowest evaluated cost Quotation, or any other Quotation that you may receive, and
- b. annul the RFQ process at any time prior to the award of the Contract without incurring any liability to Suppliers.

6. Fraud and Corruption

We hereby certify that we have taken steps to ensure that no person acting for us, or on our behalf, engages in any type of Fraud and Corruption.

On behalf of the Supplier:

Name of the person duly authorized to sign the Quotation on behalf of the Supplier

.....

Title of the person signing the Quotation:

.....

Signature of the person named above

Signature:

Date signed:Day of

FORM FOR DISCLOSURE OF INTEREST - Interest of the Firm in the Procuring Entity.

- i) Are there any person/persons in Kapsabet Nandi Water and Sanitation Company who has/have an interest or relationship in this firm? Yes/No.....

If yes, provide details as follows.

	Names of Person	Designation in the Procuring Entity	Interest or Relationship with Tenderer
1			
2			
3			

ii) Conflict of interest disclosure

	Type of Conflict	Disclosure YES OR NO	If YES provide details of the relationship with Tenderer
1	Tenderer is directly or indirectly controls, is controlled by or is under common control with another tenderer.		
2	Tenderer receives or has received any direct or indirect subsidy from another tenderer.		
3	Tenderer has the same legal representative as another tenderer		
4	Quotation has a relationship with another tenderer, directly or through common third parties, that puts it in a position to influence the quotation of another tenderer, or influence the decisions of the Procuring Entity regarding this quotation process.		
5	Any of the Tenderer's affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the quotation.		
6	Tenderer would be providing goods, works, non-consulting services or consulting services during implementation of the contract specified in this Quotation Document.		
7	Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who are directly or indirectly involved in the preparation of the Quotation document or specifications of the Contract, and/or the Quotation evaluation process of such contract.		
8	Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who would be involved in the implementation or supervision of the such Contract.		
9	Has the conflict stemming from such relationship stated in item 7 and 8 above been resolved in a manner acceptable to the Procuring Entity throughout the quotation process and execution of the Contract.		

iii) Certification

On behalf of the Tenderer, I certify that the information given above is complete, current and accurate as at the date of submission.

Full Name_____

Title or Designation_____

_____)

(Signature)

(Date)

iv) CERTIFICATE OF INDEPENDENT QUOTATION DETERMINATION

I, the undersigned, in submitting the accompanying Request of Quotation to Kapsabet Nandi Water and Sanitation Company, for the Supply, Installation, Configuration, Customization, Testing, Commissioning and Maintenance of an Enterprise Resource Planning (ERP) System & Supply of Computer Hardware **KNWSC/WSTF/CSLG II B/001/2025-26** in response to the request for quotations made by _____
[Name of Tenderer] do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of _____ [Name of Tenderer] that:

1. I have read and I understand the contents of this Certificate;
2. I understand that the Tenderer will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am the authorized representative of the Tenderer with authority to sign this Certificate, and to submit the quotation on behalf of the Tenderer;
4. For the purposes of this Certificate and the quotation, I understand that the word “competitor” shall include any individual or organization, other than the Tenderer, whether or not affiliated with the Tenderer, who:
 - a) has been requested to submit a quotation in response to this request for quotations;
 - b) could potentially submit a quotation in response to this request for quotations based on their qualifications, abilities or experience;
5. The Tenderer discloses that [check one of the following, as applicable]:
 - a) The Tenderer has arrived at the quotation independently from, and without consultation, communication, agreement or arrangement with, any competitor;
 - b) the Tenderer has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this request for quotations, and the Tenderer discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
6. In particular, without limiting the generality of paragraphs (5)(a) or (5)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - a) prices;
 - b) methods, factors or formulas used to calculate prices;
 - c) the intention or decision to submit, or not to submit, a quotation; or
 - d) the submission of a quotation which does not meet the specifications of the request for quotations; except as specifically disclosed pursuant to paragraph (5) (b) above;
7. In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the works or services to which this request for tenders relates, except as specifically authorized by the procuring authority or as specifically disclosed pursuant to paragraph (5)(b) above;
8. the terms of the quotation have not been, and will not be, knowingly disclosed by the Tenderer, directly or indirectly, to any competitor, prior to the date and time of the official quotation opening, or of the awarding of the Contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (5)(b) above.

Name _____

Title _____

Date _____

[Name, title and signature of authorized agent of Tenderer and Date]

v) SELF-DECLARATION FORM

We, the Tenderer_____ (*insert name*) submitting our Quotation in respect of
Quotation No _____ for _____ (*insert
quotation Title Description*) for _____ (*insert Name of Procuring Entity*)

DECLARE AS FOLLOWS:

That, We the Tenderer including any entity or individual that directly or indirectly controls, is controlled by or is under common control with us, and any subcontractors, suppliers, project managers, consultants, manufacturers, service providers, agents, individuals, or any other party involved or to be involved for any part of the processes of procurement and contract execution related to the above quotation:

- a) have not engaged/will not engage in any corrupt or fraudulent practices in the processes of procurement and contract execution related to the above quotation as defined and/or described in the following:
 - i) the RFQ for the above Quotation;
 - ii) Kenya's Public Procurement and Asset Disposal Act, 2015) and its attendant Regulations;
 - iii) Kenya's Anti-Corruption and Economic Crimes Act, 2013; and
 - iv) any such other Acts or Regulations of Government of Kenya;
- b) have not offered/will not offer any inducement to any member of the board, management, staff and/or employees and/or agents of (name of the procuring entity);
- c) have not engaged/will not engage in any collusive or corrosive practice with other tenderers participating in the subject quotation;
- d) have not been sanctioned or debarred by any entity from participation in public procurement proceedings of Kenya.

That, what is deponed to herein above is true to the best of our knowledge, information and belief.

Name of the Tenderer:[*insert complete name of tenderer signing the quotation*]

Name of the person duly authorized to sign the quotation on behalf of the Tenderer:[*insert complete name of person duly authorized to sign the quotation*]

Title of the person signing the Quotation:[*insert complete title of the person signing the quotation*]

Signature of the person named above:[*insert signature of person whose name and capacity are shown above*]

PART 2:

ANNEX 2: SCHEDULE OF REQUIREMENTS AND TECHNICAL SPECIFICATIONS

TABLE A. SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATIONS Tenderer to complete column indicating Yes/No as it applies

[illegible]

PART 2:

ANNEX 2: SCHEDULE OF REQUIREMENTS AND TECHNICAL SPECIFICATIONS

TABLE A. SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATIONS Tenderer to complete column indicating Yes/No as it applies

1. Technical Requirements

S/ No	TECHNICAL SPECIFICATIONS	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Re marks</i>
1	The ERP system must have capability to be viewed in different devices (mobile, tablet, computer) and operating systems without distortion of information and user interface		
2	Scalability and Performance – ERP system must have ability to scale up as and when new applications and services are added and transaction volumes increase without compromising the performance of the overall solution. It should provide for scale-up and scale-out on the Application, Web Servers, Database Servers, Application Integration Servers, and all other solution components		
3	Availability – solution should be designed to remove all single points of failure. The solution should provide the ability to recover from failures, thus protecting against many multiple component failures		
4	Manageability – All the components of the ERP system should be able to be managed remotely. System to provide custom reporting of current and historical system performance parameters. Performance parameters to be tracked include resource utilization (CPU, Memory, Hard Disk, I/O, and Processes) uptime, throughput, device alerts/failure etc.		
5	Architecture - The system should support a multi-tier architecture with each tier fully independent. It should have the ability to integrate with Active Directory (for authentication) and email system and also provide a flexible API for system integration and application development.		
6	The system should provide a modular facility to customize the document management interface to meet specific functional requirements		
	Security		
7	Login, password and user settings are limited to administrator role and define password strength and alerts to change password for a defined period Different confidentiality setting for groups and individuals to be managed by the administrator Modern threat protection, customizable content controls and an intuitive web based console Configure violations to warn users, block the files from being posted and/or replace the files with custom text The system must support extensive audit trails at		

S/ No	TECHNICAL SPECIFICATIONS	Bidder's Response (Yes/No)	Comments/Re marks
	<p>folder/aggregation of records level to the lowest object level for each action done by a particular user by stamping the user name, date and time</p> <p>The system should ensure that the audit trails remain unalterable</p> <p>Audit trail on users, functions accessed with details of transactions posted to a secure log file</p> <p>Maintain disk storage of audit trail log file (log password restricted)</p> <p>Provide system's security driven by roles, so as to reduce the number of security profiles that need to be maintained</p> <p>The system should have adequate data entry security controls, validation, check digit, etc.</p> <p>Definable password security permission with read, update, add, delete and post</p>		
	System Integration		
8	<p>Seamlessly integrate with relevant existing systems and allow for future integration too</p> <p>The solution/interface needs to be integrated with the back-end government systems (if any), among others for effective transfer/retrieval of information to and from the backend application</p> <p>Should support both Synchronous and Asynchronous communication (message exchange) with the backend business applications</p> <p>The integration should enable system administrators to easily surface documents in the system, allowing them to:</p> <ol style="list-style-type: none"> Link to one or more individual documents selected from the system Create lists of documents based on specific selection criteria e.g. library, folder or metadata Insert links to individual documents inside rich text areas Easily give access to documents in other systems by selecting libraries, for folders or individual files Allow users to edit and add documents directly to system 		
	Workflow		
9	<ol style="list-style-type: none"> The bidder is to automate all the processes Develop workflow for each of the processes and allow for proper management of the same. The workflow should be accessible anywhere. The system should support authorized users to forward records/documents for approval in a predefined and flexible route. Users in the workflow should be able to access the work items in their inbox and process them accordingly. These inboxes shall have the facility to categorize overdue work, pending work, all my work, work assigned, by filtering using the user login ID The System should provide for hosting of commonly used forms and documents so that users can open, fill, sign and 		

S/ No	TECHNICAL SPECIFICATIONS	Bidder's Response (Yes/No)	Comments/Re marks
	<p>forward them for processing and online approval without printing them.</p> <p>6) System should allow for digital signature for online approvals</p> <p>7) Creation of different action codes (attributions) for different tasks</p> <p>8) Automatic alerts e.g. e-mail, Short Message Service etc. or notification for pending work to officers</p> <p>9) Clear overview in one window of all attributions to a person or to a department (reminders diary)</p> <p>10) Search for persons/departments and their attributed, closed, open and overdue attributions</p> <p>11) Version control for documents</p> <p>12) The Workflow solution shall support dynamic rights allocation on objects after receiving the work item. The rights should be enabled / disabled automatically as the letter is routed in the defined path.</p> <p>13) The system should support time and event based reminders and automatic escalations to relevant user after specified time intervals pending work items, completed items, items pending with specific users etc.</p> <p>14) The system should provide a facility for assigning tasks and deadlines for users in a work flow.</p> <p>15) The system should provide for the change of deadlines based on user requirements</p>		
	Documentations		
10	<ul style="list-style-type: none"> • Provide technical documentation detailing how the system has been set up and how the various features will be utilized • Create backup and disaster recovery plan • Create documents and guides for day-to-day use of the system by end users • On-going support, user management and system administration • On-going maintenance of application and database server • Provide technical documentation detailing core integration 		
	Notifications		
11	The system should have the capability of sending notifications to the relevant user/stakeholder		
	Business Continuity		
12	Ability to create scheduled backups of system data. System should allow different backups including daily, weekly, among others as well as remote backups, online backups and multiple backups and real-time replication		
13	Have multi-user capability: with many users logging in at the same time (Network operating systems and Database systems).		
14	The system be accessible over LAN and WAN using client server.		
15	Run on Relational Database Management System such as SQL, Oracle, Sybase, or DB2.		

S/ No	TECHNICAL SPECIFICATIONS	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Re marks</i>
16	Provide Detailed Operational and Maintenance Manuals and Online Reference Manual.		
17	Training Operators on daily operations of the system.		
18	Training IT staff on management and user support of the software.		
19	Capable of interfacing with the popular spreadsheets for production of ad hoc reports.		
20	Separation of business application system access and administration from that of Database Administration and Operating System access and administration.		
21	Extract, transform (where necessary) and load all existing Finance and Human Resource data from legacy automated systems, soft copy, printed files and other materials		
22	Transactions made in one module should be transparent to other Modules		
23	The system should be modular allowing phased implementation of additional modules.		
24	The system must be adaptable and scalable with changing technology		
25	A comprehensive work plan showing the scheduling of project tasks and resource allocation.		
26	A clear statement to offer warranty for a period of one year and post warranty support of at least two years.		
27	Vendors must have an existing helpdesk to provide 24X7 support for system to be offered by the bidder during the contract period		
28	Valid Dealership/Partnership agreement from the proposed OEM's/manufacture confirming authorization of the bidder to submit a bid (Exemptions will be made where the OEM manufacturer is the one bidding, though evidence will be expected)		
29	Software licensing clearly stated including annual maintenance and other associated costs if any.		
30	Draft 5 Year Service Level Agreement (SLA) attached in bid document.		
31	The system should be user friendly, menu driven with extensive online help facilities.		
32	The system should have an extensive use of parameters and tables to ensure that the system is flexible to enable KANAWASCO accommodate future changes.		
33	Reports: Have ad hoc report writer that will enable KANAWASCO to design and tailor existing reports to meet specific reporting		

S/ No	TECHNICAL SPECIFICATIONS	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Re marks</i>
	requirements. Statutory and user defined reports and queries for each module		
34	Transaction Rollback After Crash, System Integrity Check for file and data corruption.		
35	Solution is web enabled and support XML and XHTML.		
36	Ability to integrate with existing email service		
37	Every subsystem/module should have an analytic dashboard and also have executive dashboard for senior management.		
38	Provide the ability for the System to be upgraded without loss of data or user defined fields.		
39	Ability to establish and assign common user profiles		
40	The system should be practical and easy to use for customers and KANAWASCO staff involved in data collection, verification and enforcement.		
41	Provision of reports and dashboards for monitoring performance of core functions within KANAWASCO		
42	Easy to use for KANAWASCO and accessibility via different platforms such as Web, Android, Windows, iOS, and other platforms		
43	Vendor should provide the minimum and optimal technical specifications required for your proposed system, such as server, drive space, etc.		
44	Provision of training manuals/reference materials Support and maintenance		
45	Provide 24/7/365 99.9% availability of the system. A comprehensive 5 Year Service Level Agreement (SLA) to be provided by the bidder.		
46	Providing upgrades, troubleshooting and fixes to the system.		
47	Providing a help line which users of the system can call to report any problems		
48	Cloud Hosting The ERP will be hosted on Cloud. Bidder to provide technical specifications and architecture on the hosting platform proposed. Hosting cost to be included in the final bid pricing.		

2. Functional Requirements

a) Human Resources

S/ No	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/ Remarks</i>
1	Ability to capture company Name, PIN, NSSF, VAT Nos		
2	Ability to capture Company's Postal Address, Telephone Number, Fax		

S/ No	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/ Remarks</i>
	Number, Email, Town, City or County		
3	Ability to Set company calendar to include all events/public holidays		
4	Ability to capture Multi-company/subsidiaries and branches information		
5	Ability to capture organization policies- rules and regulation.		
	Employee Profile		
6	Ability to Capture Payroll Number, PIN Number, HELB, NHIF and NSSF Numbers.		
7	Ability to Capture name, date of birth, religion, tribe, job position, job title, department, gender, marital status.		
8	Ability to capture staff post office number, mobile number name of kin, relationship, residential address.		
9	Ability to capture spouse dependents, their dates of birth, next of kin and beneficiaries.		
10	Ability to Capture important dates (D.O.B, D.O.A, D.O Probation, wedding anniversary, date joined pension, medical termination dates.		
11	Ability to Capture each employee's allocated assets list.		
12	Captures qualifications- academic, year of graduation, professional and company- sponsored courses.		
13	Ability to Capture employee contract type and terms; Permanent & Pensionable 1,2, 3-year contract; other.		
14	Ability to capture employee's Payment Details e.g., Bank Code, Bank Branch code, Bank Account Number.		
15	Ability to capture expiry date of Contract and date of exit.		
16	Ability to Capture reason for exit (normal retirement, early retirement, Terminated, Resigned – Alternative employment, others.		
17	Ability to capture employee benefits – medical limits, mortgage, car, last expenses and other benefits		
18	Ability to link employee to payroll as specified.		
	Recruitment, Selection and Training		
19	Ability to capture all vacancies available in the organization.		
20	Approval and justification to fill the vacancy-linked to company info(establishment)		
21	Ability to Capture unsolicited job applicants' details (name, age, academic/professional qualification, years of experience)		
22	Ability to capture requirements CV template-allow for adjustments depending on vacancy.		
23	Ability to Shortlist as per requirements of position.		
24	Ability to provide automation of replying letters at different stages of shortlists/interviews e.g., regrets, invitations, medical.		
25	Ability to capture medical results for successful candidates.		
26	Ability to Capture date of reporting		
27	Ability to Capture details of advertising i.e., costs, media/agency used, dates of adverts and actual advert drafts for various positions		
28	Ability Capture recruitments turnaround time		
29	Ability to Calculate and automatically alert confirmation dates when due- and generate letters		
30	Ability to capture key comments/views of selected candidates during		

S/ No	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/ Remarks</i>
	interviews.		
31	Allow linkage to training assessment/appraisal module.		
32	Ability to attach and retrieve offer letter		
33	Ability to attach and retrieve confirmation letter.		
34	Ability to generate a Shortlists results report of final interview.		
	Training and Development		
35	Ability to Capture and holds records for different types of courses- internal or external that are required or offered.		
36	Ability to Capture and holds records of accredited training institutions		
37	Ability to Capture and holds records for different types of courses- internal and external already done in the financial year.		
38	Ability to capture, update and link each staff record with corresponding training or training attended.		
39	Direct linkage with payroll system to update payroll on deductions relating to cost sharing with employees.		
40	Online leave request enabling branches to request training leave online.		
41	Ability to Capture and hold links to websites that provide new courses in the market, new guidelines on training in line with international standards.		
42	Ability to capture induction training module and attendance.		
43	Ability to capture and flag employees who have attended training more than twice in the year.		
44	Ability to Capture annual training budget/budget allocated to each department.		
45	Ability to Capture actual individual costs on training.		
46	Ability to Capture training needs as in appraisal.		
47	Ability to match training needs online * (Coincide with the market / current trends)		
48	Ability to make online request for training in between the year.		
49	Ability to Capture training/courses attended per staff.		
50	Ability to Create training schedules.		
51	Ability to evaluate training impact to performance; action plans review.		
52	Ability to Capture any other career development interventions.		
53	Ability to capture education assistant / professional courses sponsored by the organization		
54	Ability to capture source of skills (i.e., if in-house training, seminar)		
55	Ability to link to employee personal data.		
56	Ability to link to performance management module.		
57	Ability to link to disciplinary and grievance module.		

S/ No	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/ Remarks</i>
	Reports		
58	Ability to show a report of trainings attended per staff in a year		
59	Ability to Show cost of training per department and per staff		
60	Ability to Show report on training assessment needs		
	Performance and Appraisal management		
61	Ability to define skills and initiate review and rating by an employee and manager to evaluate		
62	Ability to Capture performance management template specific to the organization (ability to define position objectives, key performance indicators, weighing performance categorization, performance targets, job rotations level, points, ratings and calculates salary increments-as per different organizations)		
63	Ability to Link to salary module for bonus/ awards; able to automatically compute salary increments and awards		
64	Ability to Identify employees who need to be developed for higher responsibilities		
65	Ability to Capture qualifications for each position		
66	Ability to Capture skills required and source for each position to be succeeded		
67	Ability to Identify key positions to the company and need to be filled almost immediately in case they fall vacant for whatever reason		
68	Ability to Put together a plan to develop potential successors		
69	Allow staff access performance management templates for completion		
	Reports		
70	Provide Summary of grading		
71	Allow Reporting of competences for analysis of all employees		
72	Ability to generate reports to enable Staff to review previous personal appraisals		
	Job descriptions		
73	Ability to capture job title, job objective, Job grade and position reporting to		
74	Ability to capture key responsibilities and duties attached thereof		
75	Ability to Capture job specifications; academic, professional; experience; technical		
76	Ability to Capture working relationships; internal and external		
77	Ability to Capture personal attributes required		
78	Ability to generate Summary of all titles report.		
	Web based Leave Management		
79	The system should have the ability to maintain employee history, current leaves, due leaves, request /approvals		
80	The system should have the ability to capture proposed leave roster at the beginning of the year		
81	The system should have the ability to capture leave allowance		
82	The system should have the ability to Capture types of Leave (annual, compassionate, Urgent, maternity, Study Leave		
83	The system should have the ability to Capture leave succession acting appointee		
84	The system should have the ability to allow for online application, approval with a link to email to serve as reminder to line managers		
85	The system should have the ability to record leave recall with a link to internal		

S/ No	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/ Remarks</i>
	and external email to serve as recall to employee		
86	The system should have the ability to capture leave accumulated, -leave due, leave taken during the year and leave balance		
87	The system should have the ability to Capture leave requested: start date- end date		
88	The system should have the ability to Capture sick leave		
89	The system should have the ability allow staff to indicate proposed leave days and to request for leave		
90	The system should have the ability allow line managers to approve requested leave		
91	The system should have the ability to provide Links to manpower for promotion update		
	Reports		
92	System should be able to generate Monthly leave slips per employee-indicating anniversary, entitlement, accumulated, taken, cancellations, balance		
93	System should be able to generate Monthly leave report for all staff-indicating entitlement, accumulated, taken, actual balance cost of leave per employee		
94	System should be able to generate annual leave report for all staff		
95	System should be able to generate Sick leave report in the whole company, per division, department and section giving the cost to the company and hours		
96	System should be able to generate leave roster report		
97	System should be able to generate Staff listing by leave balance		
98	System should be able to generate Employee absence report		
	Attendance, Discipline and Grievance, Welfare and Separation		
99	The system should have the ability to capture and monitor staff login time and logout time		
100	The system should have the ability to capture and monitor absence from designated workstations		
101	The system should have the ability to capture actual overtime worked		
102	The system should have the ability to allow for approval of overtime worked		
103	The system should have the ability to capture and monitor actual work done		
104	The system should have the ability to capture number of written and verbal cautions		
105	The system should have the ability to Capture termination		
106	The system should have the ability to capture disciplinary reason table		
107	The system should have the ability to ability to Capture misconduct		
108	The system should have the ability to capture poor performance		
109	The system should have the ability to capture insubordination		
110	The system should have the ability to capture dates of disciplinary action		

S/ No	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/ Remarks</i>
111	The system should have the ability to capture appeal details, pending cases, follow-up and outcome details		
112	The system Should have Links to performance appraisals		
113	The system should have the ability to capture annual social/company events- e.g., agricultural shows, field days; Dettol heart run, hunger walk, Mother's Day		
114	The system should have the ability to capture birth dates-ability to send short birthday messages		
115	The system should have the ability to capture annual family day out		
116	The system should have the ability to capture Christmas party, departmental functions, farewell		
117	The system should have the ability to capture date of leaving and reason for leaving		
118	The system should have the ability to capture results of exit interview		
	Staff claims/ pension/Benefits and others		
119	The system should be able to collect pension contributions for remittance to pension scheme and produce a list of new entrants and existing members		
120	The system should be able Produce letters of notification and terminal leave for those eligible for retirement benefit and compute the amount		
121	The system should have a diary to maintain and highlight when letters are sent on the retirement anniversary date to ask pensioners to certify their existence		
122	Ability to monitor payments to pensions		
123	Ability to pay lump sum pension payment, work out surrender value, update account balance and produce statements		
124	Should have an interface to the fixed assets database to be able to work out new premiums and claims		
125	System should be able to compute the surrender value of employees and communicate to members their dues		
126	System should have an interface to enable users access loans granted to staff members and compute the requisite premium payable to insurers		
127	The system should be able to facilitate processing of pensions payments through bank online facilities i.e. (BACS, EFT) and an interface to update the GL		
128	Ability to update employee claims/benefit record and update the payroll and financial management system		
129	Allow for Staff Insurance Capturing policy numbers, indicating specific covers, sum insured per policy, premium payable, premium paid and balance		
130	Allow for Staff Insurance including list of brokers per policy, detailed schedule per policy		
131	Staff Insurance should capture list of underwriters		
132	Staff Insurance should capture policy renewal rates.		
133	Staff Insurance should Capture all employee loan details (payroll module)		

S/ No	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/ Remarks</i>
	EMPLOYEE SELF-SERVICE		
134	The system MUST enable the users to view their pay slips and P9 on-line for all the processed payrolls.		
135	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		
136	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.		
137	The system MUST have a facility for the users to upload maintain their beneficiary details and dependents information		
138	The system MUST facilitate the users to maintain their emergency /next of kin contact details. Subject to verification and approval		
139	The system MUST have the leave request functionality, which would enable the users to apply for leave.		
140	The system MUST be able to display the leave balances, leaves taken and eligible leaves for the users.		
141	Allow employees to update their training information.		
	Payroll		
142	The system should support integration with the HR module so that staff details e.g., Names are captured once		
143	The system should have the ability to accumulate deductions according to deduction codes		
144	The system should have the ability to accumulate earnings according to earning codes		
145	The system should produce all statutory reports required by Kenya's laws and regulations		
146	The system should support automatic computation of Kenyan statutory deductions and report generation		
147	The system should maintain data up to statutory period of (7 years) without downgrading the performance of the system		
148	The system should have the ability to support timed deductions, i.e., provide deductions for a specific period		
149	The system should allow for unlimited number of loans in the system and support multiple loans per employee		
150	The system should have the ability export data to office applications i.e., Excel and word		
151	The system should have the ability to automate payroll entries to the GL		
152	The system should have the ability to administer involuntary deductions e.g., recovery of advances		
153	The system should have the ability to automatically calculate employee and employer taxes		
154	The system should have the ability to make adjustments after payroll run with audit trails		
155	The system should have the ability to distribute payroll processing throughout payroll period, e.g., processing static data at beginning of period and making adjustments at period end		

S/ No	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/ Remarks</i>
156	The system should have the ability to support Payroll exception reporting		
157	The system should have the ability to generate a payroll bank payment file for electronic transfer of funds		
158	The system should have the ability to compute annual leave allowance for each staff		
159	The system should have the ability to analyze payroll with incremental data and exceptional information analyzed to their effects		
160	The system should have the ability to process pension deductions through the payroll		
161	The system should have the ability to specify deductions for a specific period and automatically stop the payment deductions when complete		
162	Can be integrated with Time attendance devices or PDAs to enable fast data entry of the field muster-roll		
	Reporting		
163	The system should have the ability to generate report of changes from previous payroll		
164	The system should have the ability to produce pay slips and also reprint pay slips from prior periods		
165	The system should have the ability to report on earnings by gender for different salary bands		
166	The system should have the ability to maintain audit logs of changes to employee records		
167	The system should allow Customization of reports for ad hoc reporting		
168	The system should provide standard payroll reports e.g., all deductions report, net deductions reports, summary of statutory reports		
169	The system should have the ability to reprint reports for prior periods		
170	The law requires that after all deductions staff should receive at least 30 % of their gross salary. The system should have the ability to generate exception reports for cases where this is not met		

b) Financial Management

S/ No	FUNCTIONAL REQUIREMENTS – FINANCIAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	General ledger		
1	The system should have the ability to set up all the accounts needed in the chart of accounts and add more whenever necessary.		
2	The system should have the ability to define fiscal year as beginning on any date and divide it into accounting periods and years		
3	The system should have the ability to view continually updated balances, net changes on a comparative manner.		
4	The system should have the ability to create budgets in a matrix window, for a day, week, month, quarter, year, or any accounting period. Make budgets based on department, project, or business unit.		
5	The system should have the ability to use Analysis Views to investigate relationships between dimensions and monitor performance in terms of percentages, quantities and monetary terms.		
6	The system should have the ability to attach an infinite number of dimensions to each budget entry.		
7	The system should have the ability to use default dimensions effectively to avoid a lot of manual data entry and ensure that the desired dimensions data is always posted.		
8	The system should have the ability to make corrections through journals. These should have agreed/assigned levels of authorization and audit trail.		
9	The system should be integrated to the bank, facilitate printing of cheques and retaining cheque image.		
10	The system should have the ability to drill down from GL entries into supporting documentation/transactions (may be multi-level drill down) to see original entry and provide ledgers/schedules as needed.		
11	The system should allow authorized users to post transactions to the system with the appropriate approval and audit trails.		
12	The system should provide workflow capabilities for authorizations on transaction processing, journals, asset transfers, exception reports, etc.		
13	The system should provide flexible mechanisms for allocation of organizational costs to specified cost centers. The system should have the capability of managing cash imprest, maintaining an imprest register and managing imprest warrant.		
	The system should have the ability to assign payments based on defined approved rates for specified items such as subsistence allowance, and mileage.		
	Chart of Accounts		
14	The system should have the ability to support segmented accounts with user defined lengths.		
15	The system should have the ability to provide at least three account segment to distinguish transactions per department and cost center.		
16	The system should have the ability to tag accounts as active or		

S/ No	FUNCTIONAL REQUIREMENTS – FINANCIAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	inactive.		
17	The system should have the ability to prevent posting to inactive Accounts.		
18	The system should have the ability to support alphanumeric account codes.		
19	The system should have the ability to support accounts grouping into liability and other liabilities, asset and other assets, equity/fund, income and other income and expenses accounts, taxes, deferred taxes, prepayments, accruals and other income and expenses.		
20	The system should have the ability to summarize detail accounting information into multiple summary levels as needed.		
21	The system should have the ability to restrict access to specific accounts as per pre-defined rules.		
	The system should be able to report on grants, subsidies, result based financing, aid on delivery and loan.		
	Cash Management		
22	The system should have the ability for online tracking of Payments.		
23	The system should have the ability for online banking		
24	The system should have the ability to support budgeting, costing and forecasting functionalities.		
25	The system should have the ability to manage Multiple and Multi currency Bank Accounts.		
26	System should have the ability to allow bank Reconciliation.		
27	The system should have the ability to Print checks that are created manually as well as computer-generated checks. Controls are also in place for check-number tracking and voiding checks (if they do not print properly, for example).		
	Fixed Assets		
28	The system should have the ability to define information for an asset in a number of ways, for example, number, description, class code, location code and serial number.		
29	The system should have the ability to specify a fixed asset as a budgeted asset.		
30	The system should have the ability to record information and a log that is used for tracking the maintenance and insurance status of fixed assets.		
31	The system should have the ability to determine the level of detail needed in fixed assets reporting and statistics, for example, set up asset as a single entity or as a set of components.		

S/ No	FUNCTIONAL REQUIREMENTS – FINANCIAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
32	The system should have the ability to define an unlimited number of depreciation books for each fixed asset and describe the required depreciation conditions.		
33	The system should have the ability to choose from several standard depreciation methods: straight-line, declining-balance and accelerated methods.		
34	The system should have the ability to monitor insurance coverage, annual insurance premiums of fixed assets and lease management.		
35	The system should have the ability to define periods for production of an asset movement schedule.		
	Receivables & Payables		
36	The system should have the ability to define flexible payment terms, discount periods, and payment methods.		
37	The system should have the ability to define flexible payment application policies including payment tolerance amounts, payment discount grace periods, and cross-currency application rounding limits.		
38	The system should have the ability to define an unlimited number of finance charge terms.		
39	The system should have the ability to reverse/undo incorrect applications.		
40	The system should have the ability to reverse customer and vendor transactions posted manually in journals, including all related ledger entries, VAT entries, and bank account entries.		
41	The system should have the ability to define a default currency for customers and vendors; and invoice and accept payment in an unlimited number of currencies.		
42	The system should have the ability to view customer/vendor statistics per currency, detailed transaction history, and aging balance reports.		
43	The system should have the ability to merge accounts		
44	The system should have the ability to distribute payments to the beneficiaries and aid reconciliation.		
45	The system should have the ability to automate suggestion of vendor payments based on due dates, dimension values, vendor priority, and discount availability		

S/ No	FUNCTIONAL REQUIREMENTS – FINANCIAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
46	The system should have the ability to receive notices informing if a customer exceeds their credit limit, has been blocked from further transactions, or has an overdue balance.		
47	The system should have the ability to send statements or reminders to customers with overdue balances.		
48	The system should have the ability to use VAT posting groups to automatically calculate VAT for customers and vendors.		
49	The system should have the ability to specify whether unit prices on sales and purchase lines should include or exclude VAT.		
50	The system should have the ability to check that VAT registration numbers fit country standards and aren't incorrectly duplicated for another customer or vendor in the database.		
51	The system should have the ability to allow the manual entry of VAT to ensure consistency between external documents and internal accounting. For example, where the VAT on an external document is different from that calculated in the program, it might be relevant to enter the VAT amount calculated by the vendor.		
52	The system should capture payment terms such as payment discount conditions and penalty conditions		
53	The system must be able to interface with the online banking platforms for uploading approved payments and notifications from the bank (accepted/rejected payments)		
	Petty Cash Management		
54	The system must be able to capture petty cash payments.		
55	Staff must be able to apply for petty cash request online with the defined limits.		
56	All applications should be approved online, and staff notified		
57	System must have a workflow for processing approved petty cash requests		
58	Automatic tracking of petty cash balance for purposes of replenishment.		
59	The system should provide for definition of petty cash float limits. The system must raise alerts when the limits are exceeded.		
60	The system should enable posting of petty cash transactions to the GL, and produce an analytical petty cash book.		
	Bank Reconciliation		
61	The system should provide for uploading of electronic bank statements		
62	The system should provide 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		
63	The system should interface with the bank banking platform to initiate payment receipts based on credits in the bank		
64	The system should provide for creation of miscellaneous transactions to record bank-initiated activities like interest gained bank charges etc		

S/ No	FUNCTIONAL REQUIREMENTS – FINANCIAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
65	Cash/Funds Forecasting		
66	The application should provide cash flow projections based on the transactions processed in the integrated modules including receivables and payables		
67	The application should provide the facility to define cash forecast templates such as: <ul style="list-style-type: none"> Forecasting periods Selection criteria for each source 		
	Reports		
68	The system should have the ability to Produce Aged debtors listing reports		
69	The system should have the ability to provide Invoice reports based on different parameters for example, Customer, Date range etc.		
70	The system should have the ability to provide receipt reports based on different parameters for example customer, and date range		
71	Trial Balance.		
72	Income Expenditure statement/ Profit & Loss Statement.		
73	Balance Sheet (Statement of Financial Position).		
74	Cash Flow Statement (direct and indirect method)		
75	Statement of Net Assets, Statement of changes in equity		
76	Statistical analysis and presentation and/or statement of comparison of budget to actual expenditure		
77	Monthly Management Report- This should be a financial report for each votes in the ledger for the purpose of budget monitoring.		
78	The system should have the ability to compare financial reports such as Income and expenditure and Balance sheet against budget, across periods e.g., month, year to date, previous years.		
79	The system should have the ability to export reports to MS Excel		
80	The system should have the ability to generate management accounts and statutory accounts off the one ledger. Also, for Tax computation and analysis purposes.		
81	The system should have automatic re-categorization of accounts for balance sheet reporting purposes, depending on whether the balance is debit or credit.		
82	The system should be able to generate imprest and surrender reports with aging analysis		
83	The system should be able to generate ad hoc, compliance and statutory reports		

c) Technical Management

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	Production Requirement Description		
	Raw Water		
1	Ability to create annual production plan. (<i>Sources; Dam and</i>		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	<i>boreholes)</i>		
2	Ability of the system to record and provide complete information on raw water		
3	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 the Geographic Information System (GIS) • Supply locations of raw water should be integrated or linked with the 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) 		
4	Ability to analyse 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, 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 		
5	Ability to generate disaggregated daily, weekly, monthly and annual data and reports on production of raw water		
6	Enable authorized users to remark		
	Water Treatment		
7	Ability of the system to record and provide complete information on water treatment works		
8	The system should be able to capture the following treatment works details and maintain a central repository (treated water database): <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) 		
9	Ability of the system to benchmark allowed abstraction levels yearly against the design capacity		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	Bidder's Response (Yes/No)	Comments/Remarks
10	<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"> Analyze water quality against World Health Organisation (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 treatment chemicals (coagulants, disinfectant, soda ash, difluorides) used for water production, quantity used and cost per treatment Enable authorised 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 		
11	Ability to generate disaggregated daily, weekly, monthly and annual data and reports on production of raw water		
12	<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 Geographic Information System (GIS) Supply location of reservoirs should be integrated or linked with the Geographic Information System (GIS) Design capacity of the reservoirs (Volume) Operation design of the reservoirs (daily volume performance analysis) Status (Functional, non-functional) 		
13	Ability to conduct reservoir water balance computation using a predefined formulae to be shared by the water utilities		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Rem arks</i>
14	Ability to generate disaggregated reservoirs daily, weekly, monthly and annual data and reports		
15	Ability to record water usage volume and backwash frequency as well as generate analysis		
16	<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 combination with the manufacturing data, if known); • 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		
17	Ability of the system to record and provide complete information registry about pumps and motors used in the water distribution network.		
18	The pump and motor registry should be integrated or linked with a Geographic Information System (GIS)		
19	Ability to record number of pumps and motors		
20	<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; 		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	Bidder's Response (Yes/No)	Comments/Remarks
	<ul style="list-style-type: none"> 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). <p>The above attributes to be integrate with asset management and requisition sub-modules</p> <ul style="list-style-type: none"> Ability to create a repair worksheet – Template to be share by organization. 		
21	<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 \pm (kWh) Generate comparison graphs 		
	Laboratory		
22	<p>Ability to generate the following forms</p> <p>a. Sample analysis request form</p> <p>b. Test services contract review/enquiry form</p> <p>c. Laboratory test report</p>		
23	Sample date and time must be entered.		
24	Purpose of test		
25	Full name of person receiving the sample		
26	Sampler's full name and contact phone number must be entered.		
27	Use full names (versus initials) for sample identification. Ensure		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	proper name and correct spelling is used.		
28	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.		
29	The “Client Information” section of the form must be completed.		
30	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.).		
31	Ability of the system to record test requested including type of test, requirement, method and parameters		
32	Indicate which laboratory services is used whether in house or outsourced services		
33	If in house laboratory services is offered the system should allow authorized users to approve/decline		
34	If it is outsourced laboratory services, the system should prompt the user to enter invoice number before sample is analyzed		
35	The system should auto generate receipts after final results and reports are finalized		
36	Define sample type i.e., Agricultural, portable water, Wastewater, Lake water		
37	Date of sample analysis and report (start/finish/time)		
38	Predefined time to analyze specific samples		
39	Record reagents and substances as well as track quantities and allow requisition		
40	Approvals and verification. These include checked by, verified by, approved by		
41	Test frequency		
42	Test site whether field tests and those done on lab		
43	Generate daily, weekly, monthly and annual laboratory reports for reporting to WASREB and Water Service Providers		
44	Generate disclaimers in predefined templates for sample analysis		
	Distribution		
45	Define route and network; ability to plot on Google Maps or via GPS		
46	Total kilometer of water network		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
47	Display meter locations on maps.		
48	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. Analyze and report on leaks for an area or the entire network		
49	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. (<i>Work orders shared to have notifications</i>)		
50	Analyze consumption trends, this should be integrated with billing module.		
51	Monitor meter asset performance and make better buying decisions.		
52	Identify and target customer segments for personalized communication		
53	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 • Estimate volume lost 		
54	Ability of the system to create a maintenance schedule		
55	Gathers consumption data from analogue and smart meters		
56	Aggregates consumption data and calculates billing determinants		
57	Validates, edits, and estimates (VEE) meter data automatically		
58	This system digitizes pipe network data into exact drawing data to facilitate data management in expansion and update of pipe networks		
59	This system will support planning of pipe networks and water and wastewater service areas by using various pipe network simulations.		
60	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.		
61	Able to conduct simulations of pressure distribution, flow distribution and flow direction display.		
62	Able to manage planned pipe networks in the database.		
63	Simulates water suspension by specifying arbitrary shutdown points		
64	Displays water suspension regions and customer meters affected by the water suspension on screen.		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
65	Displays operation valves to minimize water suspension regions.		
66	Periodically collect data from existing water billing systems and GIS systems through LAN or media to always make data latest.		
67	Displays map data on a web browser.		
68	Able to eliminate System installation procedure and save management cost.		
69	Able to also be used on a tablet computer or a mobile terminal		
70	Able To Do On-Site Hydraulic Validation of the District Metered Areas (DMA) and Meter Inspection		
71	Ability to support data collection during pressure testing (essentially at night) - drop-test procedure to prove hydraulic isolation		
72	Ability to Identify missing or erroneous network interconnections		
73	Metrological assessment of existing flow meters used as flow monitoring points		
74	Inspection of water meters, gaps and anomalies in the customer meter database		
75	Able to create remediation plan		
76	Number of known and proposed boundary valves that need to be changed		
77	Number of new boundary valves that need to be installed		
78	Numbers of meters to be further tested		
79	Number of meters to be repaired/replaced		
80	Able to create the water asset inventory		
81	Ability to ensure the accuracy of the data, e.g. water meter database, customer database		
82	Ability to update the Geographical Information System / maps with relevant information (stressed pipes, burst, defective meters...)		
83	Ability to update of hydraulic model with data collected		
84	Ability to support pressure management with the design and installation of pressure reducing valves		
85	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 		
86	Ability to create work plan DMAs		
87	Ability to calculate operation and maintenance costs		
88	The system should be able to accommodate material requisition workflow		
89	Ability to capture the following DMA meters information; <ul style="list-style-type: none"> • Number of DMA meters • GPS coordinates; 		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	<ul style="list-style-type: none"> • Location of installed DMA meters • Serial number • Brand • 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		
90	Pre-built dashboards with flexible configuration to accommodate emerging needs		
91	Embedded analytics based on industry best practices		
92	Data models designed to meet utility industry needs		
93	Pre-built extractors and schema		
94	A rich set of graphics, mapping, and mash-up tools		
95	The power and stability of Business Intelligence		
96	Near-real-time analytics		
97	Easy integration with other enterprise applications		
	Sewer Requirements Description		
98	a) Number of sewer treatment works b) Type of treatment -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) f) Design capacity of sewer treatment works (Volume) - Conventional - Biological ponds g) Operation design of sewer treatment works (daily volume		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	Bidder's Response (Yes/No)	Comments/Remarks
	performance analysis - Conventional -Biological ponds h) Analyse quality of raw and treated sewer against World Health Organization (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: - 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		
99	Ability to generate disaggregated daily, weekly, monthly and annual data and reports on effluent discharge		
100	Ability to update on treatment work status: -Inffluent -Anaerobic (primary) -Fucultative (Secondary) -Maturation (Tertiary) -Effluent		
101	<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 license issued • Auto generate receipts for vendors • Ability to generate disaggregated daily, weekly, monthly and annual data and reports on effluent discharge 		
	Sewerage Network		
102	Total length of network (Kilometers)		
103	Define route and network as well as location; ability to plot on		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	Bidder's Response (Yes/No)	Comments/Remarks
	Google Maps or via GPS		
104	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. Analyses and report on leaks for an area or the entire network Ability to accommodate onsite sanitation facilities i.e., PSFs, Public or Private toilets		
105	<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 • Material (concrete, cast iron, RC) • Serial Number (Unique Identifier) • Type • Installation Dates • Consumer Categories (Industrial, Institution, Household/Domestic, Commercial) • Consumer Connections <p>Type (With or without water)</p> <p>2. Trunk Line</p> <ul style="list-style-type: none"> • Size • Length (Diameter) • Type (PVC, concrete) • Location • GPS coordinates 		
	Geographic Information System (GIS)		
106	The system should be accessible from any web enabled device		
107	The system should be directly integrated with GIS database such that all changes that occur in the database changes concurrently in the system		
108	Non-GIS expert should be able to access and use the spatial data without any requirement of GIS		
109	The system should map all sewer manholes, pipe networks (water and sewer) and their appurtenances		
110	The system through the meter reading application should only allow a meter reader to capture readings if he/she is within 30m radius		

S/ No	FUNCTIONAL REQUIREMENTS – TECHNICAL MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	from the location of the meter		
111	The system shall have different rights for different users		
112	The system should have quick search capability to facilitate searching of customer's location using primary key like account number, connection number, or ID number		

d) Internal Audit

S/ No	FUNCTIONAL REQUIREMENTS – INTERNAL AUDIT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
1	Risk Based Audit Process		
	The system should be able to handle risk management including risk register/matrix– capture risks, classify risks, risk levels. Users should be able to login and report risks.		
	The system should be to support monitoring of risks		
	Risk reporting		
2	Liaising with external auditors in carrying out statutory and other audits process		
3	Audit planning		
	The system should enable generation of audit workplan based on the risk levels		
4	Audit Plan Execution / Actual Audit		
	The system to allow access to transaction logs and generate reports for the main ERP modules, including aging analysis report		
	The system should allow for uploading working papers/evidence		
	During migration to the new ERP system, allow access to audit for verification of balances, ability to access historical customer and billing data		
5	Audit Reporting		
6	Audit Follow ups - The system should allow for upload of audit management letter/external audit reports		

e) Fleet Management

S/ No	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
1	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 		

S/ No	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	<ul style="list-style-type: none"> Fuel type Tire size 		
2	<p>The system must cater for the capture of vehicle related maintenance including:</p> <ul style="list-style-type: none"> Vehicle Service & Repair History Travel itineraries History (including the start and return odometer readings). System should trigger service due notification based on remaining KMs. 		
3	The system must cater for the capture of vehicle fueling and associated odometer reading. The system should cater for upload of photo of fuel pump, showing the liters fueled. The system to calculate fuel efficiency based on the liters fueled and distance covered.		
4	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.)		
5	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.)		
6	The system should be able to store information on the distance covered by fleet		
7	The system should have the ability to link the vehicle to a specific driver		
8	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		
9	The system must cater for the capture of the details of vehicle usage and the responsible department and linked to Employee Master details		
10	The system must capture the manufacturer recommended vehicle's Maintenance schedule		
11	The system must produce the Resource utilization and optimization report		
12	The system must capture the details of Maintenance Activity Reports		
	The system should have a drivers' portal to allow for request of maintenance, fuel and provide reports.		

f) Non-Revenue Water (NRW)

S/ No	FUNCTIONAL REQUIREMENTS – NON-REVENUE WATER (NRW)	Bidder's Response (Yes/No)	Comments/Remarks
1	Ability to generate reliable reports		
2	Consumption reports per zone with Customer name, account, connection number, walk and consumption.		
3	Meter status (e.g., faulty, buried, damaged, tempered) detailed report (Summary and list per zone)		
4	Terminated and disconnected accounts per zone.		
5	Unbilled active accounts Summary and per zone.		
6	Active and inactive connections per zone.		
7	Monthly billing Consumption summary.		
8	We should access true account status from the customer details in the system e.g., (a customer cannot be connected and at the same time terminated). (<i>Reference: Land parcel No. or ID No.</i>)		
9	Incorporate a meter self-reading application for the customers whose premises are always locked. It should be able to capture meter images in order to verify the integrity of the meter readings. (<i>Picture to have coordinates</i>)		
10	Ability to link New/Replaced meter to the accounts. The system should restrict linking of a meter already in use. (<i>Unique meter numbers</i>)		
11	It should be web based to allow access even in the field.		
12	Walk arrangement should be in alignment with the situation on the ground.		
13	Ability to classify the connections in subzones as it is in the field. (<i>Peg it to specific supply line</i>)		
14	Should allow meter management from the store issuing to the installation of the meter in the field.		
15	We should have a system that allows highlight of the areas frequently repaired due to burst and leaks. To assist in infrastructure management.		
16	The billing system should be linkable with smart metering software because of future engagements of the same.		
17	We should have a system that allows customer notifications with ease even when the customer has restricted promotional messages.		
18	It should allow generation of meter calibration invoices.		
19	The material requisition system should include correct materials names not brand names e.g., instead of Kent meter 15mm use 15mm meter (<i>Correct detailed specifications not manufacturers' names</i>)		
20	Able To Do On-Site Hydraulic Validation of The District Metered Areas (DMA) and Meter Inspection		
21	Ability to support data collection during pressure testing (essentially at night) - drop-test procedure to prove hydraulic isolation. (<i>Minimum night flow measurements (flow rates))</i>		
22	Ability to Identify missing or erroneous network interconnections		
23	Metrological assessment of existing flow meters used as flow monitoring points		

S/ No	FUNCTIONAL REQUIREMENTS – NON-REVENUE WATER (NRW)	Bidder's Response (Yes/No)	Comments/Remarks																						
24	Inspection of water meters, gaps and anomalies in the customer meter database																								
25	Able to create remediation plan																								
26	Number of known and proposed boundary valves that need to be changed (Report)																								
27	Number of new boundary valves that need to be installed (Report)																								
28	Numbers of meters to be further tested, repaired / replaced (Report)																								
29	Able to create the water asset inventory																								
30	Ability to ensure the accuracy of the data, e.g. water meter database, customer database																								
31	Ability to update the Geographical Information System / maps with relevant information (stressed pipes, burst, defective meters...)																								
32	Ability to update of hydraulic model with data collected																								
33	Ability to support pressure management with the design and installation of pressure reducing valves																								
34	<div>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 lossesCommercial lossesBilled unauthorisedUnbilled unauthorizedUnbilled authorized</div> <div><table><tr><td rowspan="8">System Input Volume</td><td rowspan="4">Authorized Consumption</td><td>Billed Authorized Consumption</td><td>Billed Metered Consumption</td><td rowspan="4">Revenue Water</td></tr><tr><td></td><td>Billed Unmetered Consumption</td></tr><tr><td>Unbilled Authorized Consumption</td><td>Unbilled Metered Consumption</td></tr><tr><td></td><td>Unbilled Unmetered Consumption (e.g., Hydrant)</td></tr><tr><td rowspan="4">Water Losses</td><td>Commercial (Apparent) Losses</td><td>Unauthorized Consumption (e.g., illegal connections)</td><td rowspan="4">Non- Revenue Water (NRW)</td></tr><tr><td></td><td>Customer Metering Inaccuracies, Estimations and Data Handling Errors</td></tr><tr><td rowspan="2">Physical (Real) Losses</td><td>Leakage on Transmission and/or Distribution Pipes</td></tr><tr><td>Leakage and Overflows at Utility's Storage Tanks</td></tr><tr><td></td><td>Leakage on Service Connections up to point of Customer Use</td></tr></table></div>	System Input Volume	Authorized Consumption	Billed Authorized Consumption	Billed Metered Consumption	Revenue Water		Billed Unmetered Consumption	Unbilled Authorized Consumption	Unbilled Metered Consumption		Unbilled Unmetered Consumption (e.g., Hydrant)	Water Losses	Commercial (Apparent) Losses	Unauthorized Consumption (e.g., illegal connections)	Non- Revenue Water (NRW)		Customer Metering Inaccuracies, Estimations and Data Handling Errors	Physical (Real) Losses	Leakage on Transmission and/or Distribution Pipes	Leakage and Overflows at Utility's Storage Tanks		Leakage on Service Connections up to point of Customer Use		
System Input Volume	Authorized Consumption			Billed Authorized Consumption	Billed Metered Consumption		Revenue Water																		
					Billed Unmetered Consumption																				
				Unbilled Authorized Consumption	Unbilled Metered Consumption																				
				Unbilled Unmetered Consumption (e.g., Hydrant)																					
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				Customer Metering Inaccuracies, Estimations and Data Handling Errors																					
			Physical (Real) Losses	Leakage on Transmission and/or Distribution Pipes																					
		Leakage and Overflows at Utility's Storage Tanks																							
	Leakage on Service Connections up to point of Customer Use																								
35	Ability to create work plan DMAs																								
36	Ability to calculate operation and maintenance costs																								
37	<div>Ability to capture the following DMA meters information:<ul style="list-style-type: none">Number of DMA metersGPS coordinatesLocation of installed DMA metersSerial number</div>																								

S/ No	FUNCTIONAL REQUIREMENTS – NON-REVENUE WATER (NRW)	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	<ul style="list-style-type: none"> • Brand and Type • Manufacturing date • Readings • 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) • The system should accommodate request for meter testing workflow • The system should be able to generate meter testing report – (Share the template) 		

g) Customer Relationship Management (CRM)

	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
1	Ability to check and retrieve reports on bills sent and their status.		
2	Offer a transaction trail on amounts paid for deposits and other services either by linking to the bank and other available modes of payment.		
3	Integrate with the finance departments on matters involving receipts and payments online.		
4	Ability to capture and channel customer complaints both physically coming to the office and those using other communication channels.		
5	Ability to track ongoing processes and give reports on progress.		
6	The system should be able to link customer details from previous accounts.		
7	Tracking adjustments progress and ability to make a follow up on progress.		
8	Ability to alert customers on complaints progress once an action is taken		
9	Ability to alert the officer assigned a task once raised (SMS and/or Email)		

	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
10	Ability to send reminders on pending matters requiring Approvals as per the service charter.		
11	Ability to capture reasons for rejection of an adjustment giving details of the next procedure to be followed.		
12	ROD issues. The system should address a follow up mechanism that is able to tell the progress of such refunds.		
13	Ability to capture all customer payment details.		
14	Ability to reverse wrongly posted accounts / payments.		
15	Ability to assign work and perform work ticketing online.		
16	Ability to perform HR procedures for all employees online.		
17	The ability to archive information without deletion, to allow for a clean 'live' dataset whilst maintaining historical reporting and data access;		
18	The ability to maintain versions of records, with auditing, workflow and roll-back as appropriate		
19	The ability to record activity against individual users for auditing and process;		
20	The ability to accurately control data access, workflow and editorial control based on user permissions, as fed from Active Directory.		
21	Other requirements include: <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 		
	CUSTOMER SELF SERVICE		
22	Ability to apply for all services online		
23	Search capabilities for bills, statements and lodging complaints (USSD, App – Play Store)		
24	The system should have capabilities to allow customer to post their meter readings and photos during self-meter reading		
25	System should be able to generate individual reports of all the above-mentioned tasks when needed. (pdf, word, excel). Accounts reports should capture Water and Sewer bills clearly.		
26	USSD - Should provide a code to enable customers to easily		

	FUNCTIONAL REQUIREMENTS – HUMAN RESOURCES	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	access company services i.e., making payments, check balance etc.		
27	Mobile application – enable customers to access company services e.g., access meter readings, track consumption and payments.		
28	Web portal - to be offered through the website to enable customers access company services online including downloading bills and receipts.		
29	Service/case management <ul style="list-style-type: none"> • Online case management • Online viewing of existing cases • Management of confidential information • Adding comments • Closing 		
30	Chat support – chatbot with response templates		

h) Billing

S/ No	FUNCTIONAL REQUIREMENTS – BILLING	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
1	Ability to download all meter readings in a specific sub-zone.		
2	Ability to support online reading of meters, online disconnection and reconnections Current situation should allow field officers/meter readers to feed meter readings into an app accessible to billing team. Proof of Camera attachment of evidence for reading codes when reading meters.		
3	Ability to provide meters' coordinates (map assist) using the Gamin gadgets to identify customers and meters' location		
4	Ability to give all customer details including phone numbers and location to meter readers and the disconnection units		
5	Ability to signal a customer where the meter status is covered, gate locked, dogs, not seen and require the customer to self-read a meter or open the gate.		
6	Ability to use inbuilt intelligence that checks the history of a read meter and prompts a rereading while still on the ground		
7	Ability to upload meters in offline state		
8	Ability to capture customer details using automated QR codes for meter reading, disconnection and reconnections		
9	Ability to signal and detect leakages based on readings taken		
10	Ability to download files in offline mode		
11	Ability to integrate with fleet system and offer offline work assigning in real time		
12	Ability to require a report once job is complete		
13	Ability to support integrated communications and reporting		
14	Ability to classify customers' accounts as active, disconnected, terminated.		

S/ No	FUNCTIONAL REQUIREMENTS – BILLING	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
15	Ability to signal illegally consuming accounts on the site.		
16	Ability to integrate with other modules seamlessly and post reports directly		
17	Ability to provide updates of customer details online.		
18	Allow importation and exportation of data in excel, pdf, csv, docx		
19	Ability to give alerts in terms of meters not read, Suspicious meters readings, delayed readings, delayed verification, delayed billing, delayed disconnections, delayed reconnections and work assigned status		
20	Ability to alert customers on meter reading, disconnection and reconnection		
21	Support workflow reporting on issues being addressed on an account especially where approvals are required.		
22	Ability to adjust customer's readings once an error is detected.		
23	Ability to match meters downloaded and meters uploaded, develop progress reports, require jobs to be fully complete before accepting new jobs. Incase not finished the system should assign a responsible officer the duty to release the jobs based on a discussion with the assigned staff.		
24	Ability to send bills and give a reporting on the unsent messages.		
25	Ability to perform HR procedures for all employees online		
26	Ability to limit a "no meter" comment where the account is active and meter available		
27	Ability to capture the previous account readings in case of change of tenancies		
28	Ability to generate a meter changed report		
29	Ability to limit opening of a new account while there is an existing account		
30	Ability to use USSD support in cases where meter readers / Disconnection team identity is necessary.		
31	Ensure the deposit listing (payments from and refund to customers) should have an opening balance and a closing balance to ensure that deposits paid during the month can be trailed		
32	The system should facilitate deposit tracking		
33	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.		
34	Automated communications with customers (email/SMS), attach files to customers, track time spent with customers, and assign tasks to other users or departments.		

S/ No	FUNCTIONAL REQUIREMENTS – BILLING	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
35	Ability to capture GIS coordinates of the water connections and sewer connections, (make capturing of GIS coordinates mandatory for new connection set up).		
36	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.		
37	In the event of part-payment, it should provide a mechanism of the agreement to be affected to turn the account active but actively listen/monitor the agreement. And still be able to pay for the monthly bills.		
38	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.		
39	The system should be able to detect the reasons for being moved to inactive state e.g., no water, cut off for non-payment, or on owners request.		
40	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.		
41	Terminated accounts should be archived and should not appear in data entry sheets unless they are inherited and re-activated.		
42	Ability to capture the sub-location details where the new connection will be made including LR/plot number etc.		
43	Ability to produce draft bills, before actual bills are generated.		
44	Ability to generate exception or variance reports.		
45	Manage customer categories and tariffs; domestic, Commercial, Government Institutions, schools, Kiosks, Prepaid Meters etc.		
46	Manage the customer database and integrity of customer information, maintaining trail of all changes done affecting the account.		
47	Should support mobile meter reading, real-time transmission and monitoring of meter reading.		
48	Allow users to determine and print bills based on priority orders per customer category/routes/zones/single etc.		
49	Able to maintain and review meter reader routes as and when		

S/ No	FUNCTIONAL REQUIREMENTS – BILLING	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	recommended.		
50	Allow for E-billing, support SMS billing, integration with company website for customers to access online bills, query bills via SMS and download bills to specified e-mails. Provision for bulk SMS when communication needs to be sent to all customer/zones.		
51	Bills should be designed to provide for customized notices to customers like open days etc.		
52	The system to receive payments from various payment options (online, mobile service providers, banks etc.)		
53	Can be able to accept noncustomers payments of prepared bill/invoices e.g., exhauster/water bowser invoice and keep the history. Delivery note/s		
54	Ability to track/group each non water bill payment by type (Survey fees, connection fees, reconnection fees, meter testing fee) not as Miscellaneous.		
55	Ability to capture non online receipts by their respective dates and types.		
56	Ability to produce reports on collection and collection efficiency.		
57	Ability to notify customers payment of their balances on payments done by other modes via SMS e.g., M-PESA, EFT and Posta etc.		
58	Ability to accept multiple accounts payment through/via a single Cheque.		
59	Ability to produce an age analysis report going backwards to Six Months.		
60	Ability to generate disconnection analysis basing on amount, number of bills not paid.		
61	Ability to incorporate part-time payment for those with large debts.		
62	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.		
63	Ability to capture the details of reconnection of a customer in the system i.e., who reconnected and the date.		
64	Ability to bill sewer only customers		
65	Ability to bill water tankers/exhauster and other services invoices for non-customers		

i) Procurement

S/ No	FUNCTIONAL REQUIREMENTS – PROCUREMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
1	Should fully integrate with the general ledger (Finance Module)		
2	Ability to interface with and support E-Procurement (e-tendering, e-quotes amongst others) through an Extranet		

S/ No	FUNCTIONAL REQUIREMENTS – PROCUREMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
3	Ability to scan and attach documents		
4	Workflow- The processes all go through an online workflow process where there should be online approval of each process in the system and electronic approver signatures appended in the printouts automatically. All these processes are inter-linked and have a flow where there should be a connection between documents such as the Requisition, Quotation, LPO, Invoice and GRN.		
5	Ability to define a procurement plan that is linked to the detailed budget.		
6	Ability to analyze current status of procurement plan, Implementation and also cater for review of procurement plan.		
7	Support for reallocation of funds. This should have the necessary approving offices and levels defined.		
8	Capture contractor and subcontractor details		
9	Tracking of start and end dates of the contract in addition to milestone dates, contract signing dates and other relevant dates		
10	Capture details on contract type and budget		
11	Allow for automatic and manual creation of contracts		
12	Enable fast creation of contracts by use of templates, auto fill and drop down menus among others.		
13	System should support the update of contracts with necessary details.		
14	Ability to manage all active contracts, provide alerts and management reports. All the signed contracts should be uploaded on to the system and should be easily searched and viewed by allowed users (including during payment approvals).		
15	The system should support multiple addresses and contact information for vendors. Maintain and update vendor register.		
16	Build mechanisms for pricing and service-level agreement flexibility into the contract.		
17	Assign privileges for write, modify or read-only to different categories of users.		
18	Ability to display the contract status		
19	System to keep a copy of all the different versions of a contract once it has been setup		
20	There should be a record of the necessitating reason for change between each version of a contract.		
	The system should have ability to manage framework contracts requirements		
21	Automatic generation and communication of alerts to parties to a contract to pre –determined trigger points such as renewals through emails, dashboard messages among others.		
22	A full log of changes to any part of the contract such as who, when (day and time), from where (was it remote or within LAN) among others.		
23	System should keep necessary supplier information such as: - Name - Supplier code - Business Location		

S/ No	FUNCTIONAL REQUIREMENTS – PROCUREMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	<ul style="list-style-type: none"> - PIN registration - Supplier VAT No. - Supplier Type (service, goods or works) - Supplier Category (PWDs, Youth, Women, General and any other) - Contact persons - Email address - P.O Box Number - Default payment currency - Default bank account (EFT details) - Lead Time - Pricing - Payment Methods - Payment Terms - Discount Terms - Supplier onboarding date/period 		
24	Should enable supplier information to be accessed by different user categories with respective privileges		
	The system should have a view and generate report showing the prequalification period when a supplier was onboarded		
25	Multiple classification schemes for suppliers such as by product type, national/ international, AGPO/standard among others.		
26	Ability to tie Items to supplier during reporting/ enquiring		
27	Ability to blacklist suppliers based on a predefined criterion of performance		
28	Ability for end users to anonymously evaluate supplier performance, manage suppliers, provide alerts for supplier who have not been rated, send letters of the results of the rating to suppliers via emails and give quarterly reports		
29	Ability to analyze suppliers on parameters such as late deliveries per year, number of LPO that have been awarded to supplier groups such as AGPO amongst others		
30	Create store/purchase requisitions for stocked items, non-stocked items and fixed assets		
31	Generation of purchase orders should be linked to the contract management		
32	Goods/services inspection form to be filled by the Inspection and Acceptance Committee team/project team and a report generated. The system should generate GRNs		
33	All user requisitions creation should be online		
34	Online authorization and approvals for requisitions		
35	System should not allow requisition of items without a		

S/ No	FUNCTIONAL REQUIREMENTS – PROCUREMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	corresponding budget.		
36	Purchase requisition should provide details such as: Item number - Unit of Measure - Item description - Expected date - Unit/division requisition - Estimated cost - Source of budget (as dropdown from an already approved budget. - Date requisition is made - Delivery location - Notes for approver		
37	Ability to purchase an item using funds checking from both capital and recurrent budget partially		
38	Once the requisition has been approved with method of purchase indicated, then where necessary, it should be possible to start next process; e.g., RFQ/ TENDER DOCUMENT to be generated by the system automatically		
39	Ability to enquire on number of RFQ/ TENDER DOCUMENTs issued to a supplier within a certain period and how many of the bids the supplier won		
40	Ability to create Purchase Requisition for local as well as foreign purchases		
41	At every stage the system should give procurement department alerts on due dates.		
42	The system should provide a linked timeline of all the activities related to a particular purchase request from the time the user raises the requisition to the point the supplier gets payment where there are any deviations from the happy path, the system should keep a record of this.		
43	Before payments are done by the Finance department, the head of department that requested the goods/services, the Inspection & Acceptance Committee and the procurement department must approve the payment (after confirming goods/services delivered are as per their request). On payments, the procurement team should be able to pick all documents required for payments such purchase orders, contracts, invoices, delivery notes, inspection reports and		

S/ No	FUNCTIONAL REQUIREMENTS – PROCUREMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	completion certificates scanned		
44	Inspection and Acceptance information - User department - Name of user department representative - Signature (approval or rejection) of acceptance by user - Acceptance committee chairman details - Signature (approval or rejection) of chairman of acceptance committee - Stores representative name - Signature (approval or rejection) of Stores representative - Notes on rejection or acceptance - Dates		
45	Ability to capture invoices from suppliers (with a mandatory field to upload the invoice). Once the invoice and ETR is captured, the head of department then approves with comments		
46	The system should automatically update the inventory once the inspection committee has recorded successful delivery of items		
47	Create item cards and assign multiple stock-keeping units (SKUs), units of measure, serial numbers, lot numbers, physical attributes, expiry dates, and other variables.		
48	Create multiple inventory locations and bins.		
49	Ability to assign items and stock keeping units to locations/bins based on product storage requirements, special handling requirements and other criteria		
50	Make manual adjustments to inventory quantities, transfer inventory from one location to another.		
51	Count and record the number of items physically present in inventory, including full support for cycle counts.		
52	Monitor inventory management performance with KPIs, standard reports, and ad hoc reports.		
53	Support the setup of re-order replenishment levels		
54	Automatically sent out alerts to stores personnel, user departments, and other relevant personnel when re-order /replenishment levels are about to be reached. This should factor in functional lead times		
55	Managing the issuance of stocks from user requisitions (internal) to collection. System should generate Goods Issuance Note (GIN).		
56	Support transfer of items from one location to another (HQ > Branch/Sub stations)		
57	Quickly determine actual and projected item availability, overstock situations, replenishment requirements		
58	Ability to define costing methods for inventory		
59	Ability to monitor stock aging based on manufacturers recommended date of disposal, rate of uptake of items from store		

S/ No	FUNCTIONAL REQUIREMENTS – PROCUREMENT	Bidder's Response (Yes/No)	Comments/Remarks
	and date of items manufacture.		
60	The system allows the stores department to close the Inventory period to ensure no further posting to the Inventory after the stock take process.		
61	Automation of Goods Return Process from when a defect is detected on the goods upon delivery until the rejected goods are returned to the supplier.		
62	Manage disposal evaluation process the same as open tendering method with ability to generate various forms such as collection of items, half year reports on obsolete items.		
63	Manage the process of disposal of items capturing all details such as the technical evaluation reports, disposal committee deliberations, recommendations, invitations for bidders, evaluations of bids, awards, actual collection of items by buyers		
64	Ability to manage of outsourced services (if any, details required)		
65	Ability to link with the Asset management.		
66	Ability to ensure all assets are properly allocated, well maintained, tagged/tracked and properly disposed.		
67	Ability to support different disposal methods based on the board of survey reports and asset management recommendation such as transfers to other organisations, sale by public action, trade ins, dumping, destruction, sale by open tender amongst others.		
68	Ability to generate all procurement and stores reports on monthly, quarterly and semi-annually basis, or as and when required. All reports should be imported and exported to/from Excel.		
69	Statutory reporting- interface with other systems to facilitate statutory reporting		
70	System to provide a portal for bidders and support access to procurement through electronic reverse auction		
71	System to allow stores officer/user to make a request to the procurement officer for office consumables		
72	System to allow stores officer to select consumables required before submission of the request for consideration by the approvers		
73	System to allow submission of the requisition to the procurement officer without approval of the HOD		
74	System to send notifications on items out of stock		
75	System to send notifications once items are ready for collection		
76	Automatic updating of inventory levels and balances after issuance/reception of inventory (stocked items and services)		
	The system should be able to perform supplier management – track status of supplier contracts and send out bring up notifications on contracts due for renewal and expiry.		
	The system should be able to provide store items age analysis		

j) Inventory Management

S/ No	FUNCTIONAL REQUIREMENTS – INVENTORY MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
1	Ability to track water distribution assets such as pipes, meters, pumps, valves, and other infrastructure components.		
2	Ability to monitor stock levels of maintenance equipment and consumables (e.g., pipes, couplings, fittings, chemicals).		
3	Ability to tag and track serial numbers for large infrastructure components (e.g., water meters, pumps).		
4	GIS integration for tracking the geographical location of inventory (e.g., pipe segments, storage tanks).		
	Stock Management		
5	Ability to manage stock across multiple water treatment plants, storage facilities, and warehouses.		
6	Support for different inventory valuation methods (e.g., FIFO, LIFO, average cost) based on the nature of water infrastructure.		
7	Ability to manage multiple units of measurement, such as lengths of pipes (meters), volumes of chemicals (liters), or number of fittings.		
8	Define minimum and maximum stock levels for critical items (e.g., repair parts, chemicals) with automated reorder alerts.		
9	Ability to manage damaged, returned, or surplus items (e.g., faulty meters or unused infrastructure components).		
	Purchase and Supplier Management		
10	Ability to generate purchase orders automatically for water infrastructure components when stock falls below critical levels.		
11	Ability to track supplier performance, delivery timelines, and integrate with supplier systems for efficient restocking.		
12	Stock levels updated upon receipt of goods (pipes, meters, repair materials, chemicals) from suppliers.		
13	Integration with procurement and financial modules for streamlined purchasing and payment processes.		
14	Support for allocating materials (e.g., pipes, fittings) to water distribution projects.		
15	Manage stock allocations for customer installations or meter replacement programs.		
16	Track inventory levels based on completed installation or repair work.		
17	Ability to manage backorders and prioritize critical infrastructure repairs.		
18	Ability to manage inventory across multiple warehouses and inter-facility stock transfers.		
19	Manage storage of chemicals (e.g., chlorine, treatment chemicals) with special handling and safety protocols.		
20	Warehouse location management, including shelf and bin locations for water-related stock.		
21	Ability to track inventory movements for work orders (e.g., issuing parts for pipeline repairs).		
22	Forecast demand for water infrastructure parts based on historical usage patterns and predictive maintenance schedules.		
23	Plan stock replenishment cycles for consumables (e.g., chemicals, meter seals, repair kits).		

S/ No	FUNCTIONAL REQUIREMENTS – INVENTORY MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
24	Predict future inventory needs to avoid shortages during emergency repairs or planned projects.		
	Stock Movements and Adjustments		
25	Track inventory movements such as receiving stock, issuing to projects, and returning unused items to stock.		
26	Support for stock adjustments through manual and automated stock counts.		
27	Maintain an audit trail of all stock movements and adjustments for compliance and operational transparency.		
28	Integration with finance for stock valuation and tracking of asset depreciation.		
	Inventory Reporting and Analytics		
29	Ability to generate standard reports for stock levels of critical infrastructure parts and chemicals.		
30	Customizable reports for analyzing stock movement patterns, usage rates, and inventory aging.		
31	Dashboards for real-time monitoring of key inventory metrics (e.g., stock on hand, reorder status, stock availability).		
32	Support for automated generation and scheduling of inventory reports for management.		
33	Calculate the total cost of maintaining inventory (purchase price, handling fees, storage, etc.).		
34	Track the landed costs of imported water infrastructure items (e.g., meters, pumps).		
35	Integration with financial modules to ensure accurate stock valuation for financial reporting.		
36	Integration with maintenance management systems for fulfilling work orders related to water infrastructure repairs.		
37	Manage the order picking, packing, and delivery of repair parts to field teams.		
38	Ability to track and prioritize urgent work orders for infrastructure breakdowns.		
39	Maintain audit trails for stock adjustments, transfers, and usage to comply with regulatory standards.		
40	Conduct regular physical stock audits of inventory for critical components and chemicals.		
41	Reconcile physical stock counts with system records for accurate		

S/ No	FUNCTIONAL REQUIREMENTS – INVENTORY MANAGEMENT	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
	reporting and compliance with regulatory standards.		
42	Support for multi-currency transactions for purchasing imported infrastructure items.		
43	Multi-language capabilities for operating in diverse regions or with international suppliers.		
	User Roles and Security		
44	Role-based access control to ensure only authorized personnel can manage critical inventory components.		
45	Secure access to sensitive inventory data, especially related to water quality and treatment chemicals.		
	Integration with other Modules		
46	Seamless integration with work order management systems to allocate stock for repairs and maintenance.		
47	Integration with procurement, financials, billing, and asset management modules.		
48	GIS integration for geospatial tracking of water assets and infrastructure in the field.		

k) Computer Hardware

Specifications for Computer Hardware & Laptops

Hardware Type	Specifications	Quantity	<i>Bidder's Response (Yes/No)</i>	<i>Comments/Remarks</i>
Laptops	11th Gen Intel Core i7 14" LCD FHD Display 32 GB LPDDR4X-4266 SSD RAM 512 GB PCIe NVMe SSD Intel Iris Xe Graphics	5		
Desktop Computers	All-in-One PC AIO Desktop Computer, Intel Core i7-4770S 3.1GHz, 16GB Ram, 500GB HDD, Webcam, WiFi, Windows 10 Pro	17		

NB - BIDDERS MUST DEMONSTRATE TO COMPLY WITH ALL REQUIREMENTS STATED UNDER ANNEX I SCHEDULE OF REQUIREMENTS AND TECHNICAL SPECIFICATIONS. FAILURE TO COMPLY WITH ANY OF THE REQUIREMENT, THE BID BY THE BIDDER SHALL BE CONSIDERED NON-RESPONSIVE AND SHALL BE DISQUALIFIED.

ANNEX 2: PRICE SCHEDULE FOR SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION, TESTING, COMMISSIONING AND MAINTENANCE OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM & SUPPLY OF COMPUTER HARDWARE FOR KAPSABET NANDI WATER AND SANITATION COMPANY LTD

TABLE B:

S/No	Particulars		Unit	Quantity	Cost Per Unit (Kshs.)	Amount (Ksh)
1.	Human Resource Module		No	1		
2.	Financial Management Module		No	1		
3.	Technical Management Module		No	1		
4.	Internal Audit Module		No	1		
5.	Fleet Management Module		No	1		
6.	Non-Revenue Water (NRW) Module		No	1		
7.	Customer Relationship Management (CRM) Module		No	1		
8.	Billing Module		No	1		
9.	Procurement Module		No	1		
10.	Inventory Management Module		No	1		
11.	Computer Hardware	Laptops	No	5		
		Desktops	No	17		
	GRAND TOTAL					

NOTE: ALL PRICES QUOTED MUST BE INCLUSIVE OF VAT (16%)

PART 3:

ANNEX 3: CONTRACT FORM AND ANNEXTURES

Contract Agreement

THIS AGREEMENT made the [*insert: **number***] day of [*insert: **month***], [*insert: **year***].

BETWEEN

- (1) [*insert complete name of Purchaser*], a [*insert description of type of legal entity, for example, an agency of the Ministry of of the Government of { insert name of Country of Purchaser } , or corporation incorporated under the laws of { insert name of Country of Purchaser }]* and having its principal place of business at [*insert address of Purchaser*] (hereinafter called “the Purchaser”), of the one part, and
- (2) [*insert name of Supplier*], a corporation incorporated under the laws of [*insert: country of Supplier*] and having its principal place of business at [*insert: address of Supplier*] (hereinafter called “the Supplier”), of the other part :

WHEREAS the Purchaser invited quotations for certain Goods and ancillary services, [*insert brief description of Goods and Services*] and has accepted a quotation by the Supplier for the supply of those Goods and Services

The Purchaser and the Supplier agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement. This Agreement shall prevail over all other Contract documents.
 - (a) the Letter of Award of Contract
 - (b) the Supplier’s quotation
 - (c) Conditions of Contract
 - (d) the Purchaser’s Requirements (including Schedule of Requirements and Technical Specifications)
 - (e) the completed Schedules (including Price Schedules)
 - (f) any other document listed as forming part of the Contract
3. In consideration of the payments to be made by the Purchaser to the Supplier as specified in this Agreement, the Supplier hereby covenants with the Purchaser to provide the Goods and

Related Services if applicable and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Related Services if applicable 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 the laws of *[the Purchaser's country, unless agreed otherwise]* on the day, month and year indicated above.

[To facilitate this emergency procurement, if acceptable to the Purchaser and the Supplier, electronic signature of the Contract Agreement such as using DocuSign is recommended.]

For and on behalf of the Purchaser:

Signed: *[insert signature]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

For and on behalf of the Supplier:

Signed: *[insert signature of authorized representative(s) of the Supplier]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

Attachment A to the Conditions of Contract

Fraud and Corruption

(Text in this Appendix shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

a. Defines, for the purposes of this provision, the terms set forth below as follows:

- i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
- iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- v. "obstructive practice" is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it

from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or

- (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.
- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
- d. Pursuant to the Bank's Anti- Corruption Guidelines and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;¹ (ii) to be a nominated² sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
- e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants,

¹ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

² A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

service providers, suppliers, agents personnel, permit the Bank to inspect³ all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

³ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

LETTER OF AWARD OF CONTRACT

[modify as appropriate]

[use letterhead paper of the Purchaser]

[date]

To: *[name and address of the Supplier]*

Subject: ***Notification of Award of Contract No.***

In reference to the RFQ *[insert reference number and date]*, your Quotation *[insert reference number and date]* has been accepted.

Please find inclosed herewith the Contract. You are requested to sign the contract within *[insert no of days]*.

[Insert the following only if Performance Security is required:] “You are also requested to furnish a Performance Security within *[insert no of days]* in accordance with the Conditions of the Contract, using for that purpose one of the Performance Security Forms attached to the Contract.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract