



**METROPOLITAN**  
NATIONAL SACCO LTD.  
BUILDING BETTER LIVES TOGETHER

**REQUEST FOR PROPOSAL (RFP)  
FOR**

**PROVISION OF DOCUMENT MANAGEMENT,  
WORKFLOW SYSTEM & DIGITIZATION AS A SERVICE**

**September 2022**

**Procurement Reference No: MNS/ICT/MIS/12/22**

Date: 23<sup>rd</sup> September 2022

CLARIFICATION AND ADDENDUM No. I

In accordance with the Tender for **“Request for Proposal for provision of Document Management System, Workflow System and Digitization as a Service”** Metropolitan National SACCO issues Clarification I and Addendum No I as follows.

**Clarification No. I**

Sr. No	RFP Page/Reference	Clarification
1	SECTION VI: 3.4 Page 24	We request you to modify this as 2% of the contract value as 10% of the overall contract value is a very high amount for bidders to block up front.  <b>The amount of performance security remains 10% the of contract sum.</b>
2	General	Please confirm where shall we host the EDMS? Will it be in Bank's Data center, or bidder's data center? Is cloud deployment under the scope?  <b>The EDRMS will be hosted by the Vendor. The hosting must be in Kenya.</b>
3	Page 45, Price schedule	EDRMS suite involves months of effort in terms of man power, infrastructure and effort. A cost structure with no up front cost will be extremely capital intensive on the partners. Request Metropolitan National Sacco to relax the commercial bid structure and allow bidders to quote upfront cost.  <b>No upfront fees/costs will be covered.</b>
4	General	Request Metropolitan National Sacco to share the total number of branches currently active.  <b>8 branches and 12 service centres</b>
5	General	Looking at in-depth functional & technical requirements, we request you to kindly extend the submission date by at least 3 weeks  <b>No extension to the submission date will be provided.</b>
6	General	No. of user licenses for EDMS  <b>~ 120 users</b>
7	General	Vol. of documents to scan not mentioned Back log scanning.  <b>~ 2,000,000 documents.</b>
8	General	Clean up of member bio data is it in data in soft format.  <b>Partly in soft and partly in document format.</b>
9	General	Do you want the EDMS to integrate with your core banking application?  <b>Yes. The EDRMS will be integrated to the core banking application.</b>
10	General	Bureau services - usage of scanners converted newly generated documents after go-live (monthly) _ Please specify the volume of documents to scan in a month.  <b>~ 5000 documents per branch</b>
11	General	All documents will be available in one place scan or need to go to all branches to scan the documents.  <b>Two locations - Main registry and Archive registry.</b>
12	General	Do you want the EDMS solution to be hosted in cloud or on Premises  <b>On cloud</b>
13	General	If the solution to be hosted in Premises do you have the server or do we need propose the off-premise tender proposal.  <b>The solution is to be hosted off-premise. MUST be in Kenya.</b>
14	General	How many branches do you have.  <b>8 branches and 12 service centers</b>
15	Stage 1: Preliminary Requirements	All copies attached must be certified by a Commissioner of oaths as true copies of the original <b>Only the audited financial statement, tax compliance certificate, and the list of current directors (CR12) need to be certified as a true copy by a commissioner for</b>

		oaths. Any joint venture agreements <b>MUST</b> be registered in Kenya.
16	General	Number of scanners required by Metropolitan National Sacco as indicated in the price schedule of the TOR.  One scanner per branch. Currently, there are 8 branches.

**Addendum No. I**

The following RFP sections are hereby amended (highlighted in red).

ITT 2.16.2 – no email submission accepted.

**SECTION III – APPENDIX TO INSTRUCTIONS TO TENDERERS**

The Appendix to Instructions to Tenderer is intended to provide specific information in relation to the corresponding clause in the Instructions to Tenderer .

<b>A. General</b>	
ITT 2.1	The Procuring Entity is: <b>The Metropolitan National SACCO</b>
ITT 2.1	<b>Open Tender</b>
ITT 2.1	The name of the BID is: <b>PROVISION OF DOCUMENT MANAGEMENT, WORKFLOW SYSTEM &amp; DIGITIZATION AS A SERVICE</b> The identification number of the <b>BID is MNS/ICT/MIS/12/22</b>
ITT 2.1.3	In the case of a Joint Venture, all parties to the Joint Venture shall be individually and jointly liable.
ITT 2.12	Restrictions to eligibility criteria are as follows: N/A
<b>B. Contents of Bidding Document</b>	
ITT 2.21	For <u>clarification will be sought via email using the address below</u> Email: <a href="mailto:procurement@metrosacco.co.ke">procurement@metrosacco.co.ke</a>
ITT 2.16.2	In addition to the <u>one (1) original bid</u> , the number of bid documents is: <u>three (one original and two copies)</u> . <b>No email submission</b>
ITT 2.16.2	The written authorization to sign on behalf of the Bidder <b>MUST</b> have a power of attorney.
<b>C. Evaluation and Comparison of Bids</b>	
ITT 2.23.1	The currency that shall be used for bid evaluation and comparison purposes to convert all bid prices expressed in various currencies into a single currency is: Kenya Shillings  The source of exchange rate shall be: <u>Central Bank of Kenya</u>  The date for the exchange rate shall be: Previous working day from <u>Date of Opening</u>
ITT 2.24	The evaluation criteria shall be as per <b>Section IV – Evaluation Criteria</b>

**Stage 1: Preliminary Requirements**

*Firms that do not meet any of the following mandatory requirements shall be rejected at this stage.*

No.	Requirements  <b>*(All copies attached must be certified by a Commissioner of Oaths as true copies of the original)*</b>	Pass/Fail
1.	Duly filled, signed, and stamped Form of Tender	
2.	Duly filled, signed, and stamped Technical Submission Form	
3.	Copies of <b>audited</b> financial statements for the company for the last two accounting years (2018-2019, 2019-2020, 2020-2021).	
4.	The bid security should remain valid for <b>thirty (30) days</b> beyond the tender validity period.	
5.	Detailed project plan indicating allocation of technical staff and time for the deployment of the solution.	
6.	Power of Attorney authorizing the signatory of the Bid to commit the Bidder(s)/ (Joint Venture if applicable) <b>Joint venture must be registered in Kenya .</b>	
7.	Dully-filled up Confidential Business Questionnaire, stamped and signed form of tender in the format provided and signed by the authorized person.	
8.	System should comply with all statutory requirements that apply to data privacy and particularly (General Data Protection Regulation) GDPR	
9.	Duly filled, signed, and stamped and filled Confidential Business Questionnaire Form ( all Joint Venture partners if applicable)	
10.	Proposed Service Level Agreement (SLA) for the document management and workflow system	
11.	<b>Architecture:</b> - The proposed solution should not be have vendor lock licensing. The solution should be supported by multiple vendors locally and further have rich global community support.	
12.	<b>The solution must be hosted in Kenya by the vendor.</b>	
13.	<b>A copy of a registered Joint Venture agreement shall be entered into by all partners if the bid is a consortium Joint venture must be registered in Kenya.</b>	

**The tender submission date remains 30<sup>th</sup> September 2022 at 10hrs.**

FORM FIN II - PRICE SCHEDULE

*Specify costs that will be valid for five (5) years minimum*

*< Bidder is required to add or amend items as may be required based on their proposed solution >*

<u>Item No.</u>	<u>Description</u>	<u>Units</u>	<u>Unit cost per year (Kshs)</u>	<u>Total Vat (Kshs)</u>	<u>Total Costs (Kshs)</u>
1	Review and cleanup of member bio data ( ~ 110k members, 30 fields per member )				
2	Setup, configuration, testing, commission of an EDRMS and Workflow system either on premise or on cloud.  <i>120 user licenses.</i>	Not upfront costs (vendor costs will be recouped from usage fee after go live )			
3	Scanners & fully licensed capture software as per specifications (Perpetual)				
4	Implementation of up to 7 Rule-based workflows from our business processes.				
5	Bureau service – document preparation, scanning, indexing, re-filing and archiving of about 2,000,000 documents.				
6	EDRMS and Workflow usage fees (monthly)				
7	Bureau services – usage of scanners to converted newly generated documents after go-live (monthly)				
8	Others				
<b><u>TOTAL COST (Kshs).</u></b>					

**All other bid terms and conditions remain the same.**

ACKNOWLEDGEMENT OF CLARIFICATION NO I AND ADDENDUM No. I

We, the undersigned hereby certify that the clarification is an integral part of our bid and the alterations set out in the Clarification and Addendum have been incorporated in our tender Technical Proposal.

Signed.....

Tenderer.....

Date.....



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**PROVISION OF DOCUMENT MANAGEMENT,  
WORKFLOW SYSTEM & DIGITIZATION AS A SERVICE**

**September 2022**

**Procurement Reference No: MNS/ICT/MIS/12/22**

Date: 27<sup>th</sup> September 2022

**ADDENDUM No. II**

In accordance with the Tender for **“Request for Proposal for provision of Document Management System, Workflow System and Digitization as a Service”** Metropolitan National SACCO issues Addendum No II as follows.



**Addendum No. I**

The following RFP sections is hereby amended.

**ITT 2.16.2 – amended to enable submission of EDRMS System Requirements Specifications by email.**

**SECTION III – APPENDIX TO INSTRUCTIONS TO TENDERERS**

The Appendix to Instructions to Tenderer is intended to provide specific information in relation to the corresponding clause in the Instructions to Tenderer .

<b>A. General</b>	
ITT 2.1	The Procuring Entity is: <b>The Metropolitan National SACCO</b>
ITT 2.1	<b>Open Tender</b>
ITT 2.1	The name of the BID is: <b>PROVISION OF DOCUMENT MANAGEMENT, WORKFLOW SYSTEM &amp; DIGITIZATION AS A SERVICE</b> The identification number of the <b>BID is MNS/ICT/MIS/12/22</b>
ITT 2.1.3	In the case of a Joint Venture, all parties to the Joint Venture shall be individually and jointly liable.
ITT 2.12	Restrictions to eligibility criteria are as follows: N/A
<b>B. Contents of Bidding Document</b>	
ITT 2.21	For <b>clarification will be sought via email using the address below</b> Email: <a href="mailto:procurement@metrosacco.co.ke">procurement@metrosacco.co.ke</a>
ITT 2.16.2	In addition to the <b>one (1) original bid</b> , the number of bid documents is: <b>three (one original and two copies) submitted as hard copies and EDRMS System Requirements Specifications submitted on email (procurement@metrosacco.co.ke) clearly labelled with the company name</b>
ITT 2.16.2	The written authorization to sign on behalf of the Bidder <b>MUST</b> have a power of attorney.
<b>C. Evaluation and Comparison of Bids</b>	
ITT 2.23.1	The currency that shall be used for bid evaluation and comparison purposes to convert all bid prices expressed in various currencies into a single currency is: Kenya Shillings  The source of exchange rate shall be: <b>Central Bank of Kenya</b> The date for the exchange rate shall be: Previous working day from <b>Date of Opening</b>
ITT 2.24	The evaluation criteria shall be as per <b>Section IV – Evaluation Criteria</b>

**All other bid terms and conditions remain the same.**

ACKNOWLEDGEMENT OF CLARIFICATION NO I AND ADDENDUM No. I

We, the undersigned hereby certify that the clarification is an integral part of our bid and the alterations set out in the Clarification and Addendum have been incorporated in our tender Technical Proposal.

Signed.....

Tenderer.....

Date.....



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**September 2022**

**Procurement Reference No: MNS/ICT/MIS/12/22**

Date: 29<sup>th</sup> September 2022

**ADDENDUM No. III**

In accordance with the Tender for **“Request for Proposal for provision of Document Management System, Workflow System and Digitization as a Service”** Metropolitan National SACCO issues Addendum No III as follows.

**Addendum No. III**

**The following RFP sections is hereby amended.**

**The tender submission date has been changed to 11<sup>th</sup> October 2022 at 10hrs.**

**All other bid terms and conditions remain the same.**

**ACKNOWLEDGEMENT OF ADDENDUM No. III**

We, the undersigned hereby certify that the clarification is an integral part of our bid and the alterations set out in the Clarification and Addendum have been incorporated in our tender Technical Proposal.

Signed.....

Tenderer.....

Date.....



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**September 2022**

**Procurement Reference No: MNS/ICT/MIS/12/22**

Date: 4<sup>th</sup> October 2022

**CLARIFICATION NO. IV**

In accordance with the Tender for “Request for Proposal for provision of Document Management System, Workflow System and Digitization as a Service” Metropolitan National SACCO issues Clarification No IV as follows.

**Clarification No. IV**

Sr. No	RFP Page/Reference	Clarification
I	Preliminary Mandatory Criteria	<p>We have an issue with the below point, normally we sign the joint venture agreements and get it duly commissioned by the commissioner of Oaths, please confirm will that be acceptable? Or provide more clarifications where we should get registered the joint venture agreements.</p> <p>Any Joint Venture Agreement submitted as part of your bid <b>MUST</b> be registered in Kenya. Please contact your lawyer to explain the process.</p>
II	General	<p>All clarifications and addenda issued under this RFP <b>MUST</b> be included as appendices duly signed by the authorized Power of Attorney of the bidder(s)</p>

All other bid terms and conditions remain the same.

ACKNOWLEDGEMENT OF CLARIFICATION No. IV

We, the undersigned hereby certify that the clarification is an integral part of our bid and the alterations set out in the Clarification has been incorporated in our tender Technical Proposal.

Signed.....

Tenderer.....

Date.....