

Expression of Interest

Reference Number: KPS/EOI/10/2017

For the supply, implementation, testing and commissioning of a core banking system, mobile banking, internet banking, enterprise resource planning (ERP), customer relationship management (CRM) system & investment management system.

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1. INTRODUCTION

1.1 About Kenya Police SACCO (KPS)

KPS is a deposit-taking SACCO licensed by the SACCO Societies Regulatory Authority under the SACCO Societies Act.

KPS wishes to replace its existing systems with new systems that will enhance and transform its services through the following:

- efficient processes, with a high degree of automation, data and processing validations, and embedded controls and fraud detection mechanisms;
- alignment with global best practice and standards;
- greater flexibility with regard to channels, including web and mobility, for purposes of business acquisition/retention, service delivery, and interaction with customers and external parties; and
- Improved business intelligence, analytics, and reporting.

1.2 Purpose

This document has been issued with the aim of providing information that will assist interested bidders and solution vendors to express their interest in supplying, implementing, testing, and commissioning of various business applications required by KPS.

Expressions of Interest (EOIs) responses received from interested vendors will be evaluated and ranked, in terms of best fit to meet KPS's goals as outlined above. Shortlisted bidders and solution providers will then be invited to participate in KPS's Request for Proposal (RFP) process.

1.3 Disclaimer

The envisioned outcome of this document is the receipt of EOI submissions. KPS reserves the right not to initiate the subsequent RFP process.

Further, this document shall not be construed as a request or authorization to perform work at the expense of KPS. Any work performed and/or expenditure incurred to facilitate submission of an EOI, will be at the respondent's own discretion and expense.

KPS reserves the right to accept or to reject any EOI submission or response, and to annul the process and reject all responses at any time during the EOI evaluation, without thereby incurring any liability to any vendor.

2. ABOUT THE EXPRESSION OF INTEREST

2.1 Overview

KPS seeks to leverage technology to transform its business (customer service, product offering, processes and operations). This will be achieved by deploying appropriate business applications capable of supporting current and future needs.

The scope of this EOI, seeks to supply, implement, test and commission business applications listed below which have been categorised into the following lots:

Lot 1: Core banking system, Mobile banking and Internet banking;

Lot 2: Enterprise Resource Planning (ERP) system and Customer Relationship Management (CRM) system; and

Lot 3: Investment Management system.

(Refer to section 3 for KPS current business environment).

Respondents may choose to respond against one or more Lots listed above. In any case, a separate EOI should be submitted for each Lot, with all required information without making reference to information contained in another EOI.

2.2 Eligibility

This document may be referenced by Original Equipment Manufacturers (OEMs), system integrators, value-added-resellers, system vendors or software development companies that offer systems and solutions required by KPS as listed above.

Qualifying organizations may associate or form a joint venture with other organizations for purposes of enhancing the value proposition to KPS.

The following scenarios may lead to disqualification of submitted EOI submissions, and exclusion from the envisioned subsequent RFP process:

- failure to adhere to the use of standard templates (refer to Appendix); and
- Late EOI submission (refer to Section 2.6).

2.3 Registration of interest to participate in EOI

Qualifying bidders are required to register their interest by sending an email to (projects@policesacco.com). As a minimum, the following information should be included in this email:

1. organization name and country of registration;
2. contact person and address, including email and phone number;
3. area of interest <Lot 1/Lot 2/Lot3>;
4. propose to associate or form a joint venture with other organisations <Yes/No>; and
5. If <Yes> on 4 above, provide details of association/joint venture partner(s).

Deadline for registration of interest by qualifying organizations: **1 November 2017**.

2.4 Content of the EOI Submission

As a minimum, EOI submissions should include the following information, which should be presented as prescribed by the templates included in the Appendix Section of this document.

EOI Section	Nature of expected content	Template provided
Company Profile	<ul style="list-style-type: none"> Company name and identity of proposed solution; Organisation profile (company and association/joint venture partner(s)); and Information demonstrating firm's operational and technical capacity to deliver work to KPS. <p><i>Company profile information should be limited to a maximum of 5 pages</i></p>	Yes, refer to appendix A
Firms Experience and references	<ul style="list-style-type: none"> Detailed information related to a minimum of 4 previous, related engagements; and Provide client reference letters or any other alternative confirmation of involvement in providing services to named clients, such as award letters or relevant extracts from engagement contracts. <p><i>Each previous experience should be outlined over a maximum of 2 pages</i></p>	Yes, refer to appendix B
System functionality and features	<ul style="list-style-type: none"> Information to assist in the detailed assessment of the ability of proposed systems/solutions to meet KPS's vision and processes (reference section 1.2 & 3). <p><i>Limited to a maximum of 5 pages</i></p>	Yes, refer to appendix C
System architecture	<ul style="list-style-type: none"> Information related to technical architecture of the proposed systems. <p><i>Limited to a maximum of 3 pages</i></p>	Yes, refer to appendix D
Approach and methodology	<ul style="list-style-type: none"> Outline typical/recommended approach and methodology proposed by your firm in the supply, implementation, testing and commissioning of proposed solutions; This should also include the following: <ul style="list-style-type: none"> ✓ project plan/schedule; ✓ nature of work done at each phase of the project; ✓ typical stage-gates and activities such as provision of sand-box environment, sign-offs, training (technical and user); and ✓ Phase / stage deliverables. Any assumptions made in modelling your approach, methodology and project plan, for example, estimating availability of client 	Not provided

EOI Section	Nature of expected content	Template provided
	resources/staff members and data readiness, should be outlined. <i>Limited to a maximum of 6 pages</i>	
Certificate of incorporation	<ul style="list-style-type: none"> Valid certificate of incorporation 	N/A
Current tax compliance certificate	<ul style="list-style-type: none"> Valid certificate issued by appropriate tax body, with jurisdictional authority where the bidding organization is registered 	N/A
Audited financial statements for the last three (3) years.	<ul style="list-style-type: none"> Audited financial statement for 2014, 2015 and 2016. 	N/A

2.5 Evaluation criteria

EOI submissions will be evaluated based on the following considerations

Area of focus	Evaluation Considerations
Certificate of Incorporation, Current tax compliance certificate, Audited financial statements for the last three (3) years.	<ul style="list-style-type: none"> Sound financial standing over the last 3 years, based on revenues, profitability and available cash. Evidence of tax compliance and years of existence.
Company Profile	<ul style="list-style-type: none"> Evidence of strong technical and operational capabilities.
Firm experience and references	<ul style="list-style-type: none"> Previous experience in deployment of solution(s), relevant to KPS.
Detailed system functionality and features	<ul style="list-style-type: none"> Ability of proposed system(s)/solution(s) to support KPS's current and future needs (functions and processes)
Approach and methodology	<ul style="list-style-type: none"> Appropriateness of typical/recommended approach and methodology, that supports: <ul style="list-style-type: none"> — Stage-wise management of the project; — Sign-offs and taking ownership; and — Knowledge transfer.

Preferential treatment will be given to the following:

- Organizations with the ability to deliver multiple system/solutions of this EOI ;and
- Firms with local presence.

2.6 Clarifications

Requests for clarifications should be submitted in writing by way of email to projects@policesacco.com Deadline for submission of clarification requests is 1 November 2017 (11.00 AM East African Time).

We shall endeavour to respond to all clarifications, by way of an email circulated to all invited participants (without disclosing identity of who raised clarification request) within 48 hours.

2.7 Submission

The EOI for each Lot shall be submitted separately in a sealed envelope clearly marked as set out below:

KPS EOI REFERENCE NUMBER: KPS/EOI/10/2017

PROPOSED SERVICE: Supply, implementation, testing and commissioning of a core banking system, mobile banking, internet banking, Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) system & Investment Management System.

AREA OF INTEREST: <Lot 1: Core banking system, Mobile banking and Internet banking>, <Lot 2: Enterprise Resource Planning (ERP) system and Customer Relationship Management (CRM) system>, <Lot 3: Investment Management system>

Respondents must include, in the sealed envelope, a soft copy of the EOI document in an acceptable electronic media (CD or flash disk).

The EOI document should be addressed to the:

Chief Executive Officer

Kenya Police Sacco Ltd.

P.O Box 51042-00100,

Nairobi Kenya

Sealed envelopes shall be deposited in the **tender box on ground floor, Kenya Police Sacco Plaza, Ngara road.**

Submissions are expected to reach KPS not later than Tuesday, 7 November 2017 at 11.00 AM East African Time. Late submissions will be disqualified.

EOI respondents are required to use the prescribed template (see Appendix section) when preparing their responses and ensure all pages are numbered.

2.8 EOI opening

The bids will be opened thereafter and firms may send their representatives to witness the opening.

The opening will be at Kenya Police Sacco boardroom on Mezzanine 2 floor.

2.9 Key Dates

For your reference, the following key dates apply.

Date	Activity
24 October 2017	<ul style="list-style-type: none"> EOI made available
1 November 2017	<ul style="list-style-type: none"> Deadline for registration to participate in the EOI process by qualifying organisations Deadline for receiving requests for clarifications
7 November 2017	<ul style="list-style-type: none"> Deadline for receiving responses to the EOI EOI opening

3. Current Business Environment

For purposes of reference by interested respondents, KPS's current operational environment is divided into the following key areas:

- 1) FOSA (Front Office Services Activity)
 - Account opening
 - Bankers cheque processing
 - Cash deposit
 - Cash withdrawal
 - Mobile banking and online banking
 - Account closure
 - Standing orders
 - ATM and PIN application
 - Treasury management
 - Salary Processing
 - Cheque deposit
- 2) BOSA (Back Office Services Activity)
 - Records
 - Credit
 - Claims and refunds
 - Accounts and finance
 - Member payroll uploading
- 3) Human Resource (HR)
 - Payroll
 - Recruitment
 - Training
 - Leave management
 - Staff appraisal
 - Staff grievances and discipline
 - Medical scheme management
 - Contract management
- 4) Procurement
- 5) Customer care & Marketing
- 6) Finance and accounts
 - Fixed asset management
 - Budgeting
 - Receipting
 - Payments
 - Imprest management
 - Investment management
 - Reconciliations
 - Financial statement reporting
 - Refunds
 - GL & COA management
- 7) Administration
- 8) Investment
 - Project management
 - Portfolio management
 - Member registration
 - Member management

- Fixed asset management
- Budgeting
- Receipting
- Payments
- Imprest management
- Reconciliations
- Financial statement reporting
- Refunds
- GL & COA management

The above operations are supported by various systems, and in some cases handled through manual processes.

APPENDIX – RESPONSE FORMATS AND TEMPLATES

A. Company Profile Format

Company Profile	Details														
Company details <ul style="list-style-type: none"> • Name • Year of incorporation • Registered office address • Key contact details(email and day phone contact) 															
Details of Association/Joint Venture partners(if any) <ul style="list-style-type: none"> • Name • Year of incorporation • Registered office address 															
Area of interest	<p><Lot 1: Core banking system, Mobile banking and Internet Banking.></p> <p><Lot 2: Enterprise Resource Planning (ERP) system and Customer Relationship Management (CRM) system.></p> <ul style="list-style-type: none"> • Name of proposed system(s)/solution(s): • Identity of OEM; • Where necessary, confirmation of legal capacity/authorization to provide licenses and/or services on behalf of OEM: <p><Lot 3: Investment management system.></p>														
Summary list of clients, where work related to KPS and area of interest has previously been performed	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Name of client</th> <th style="width: 20%;">Size of client (Financial, number of customers, or employee size)</th> <th style="width: 15%;">Industry</th> <th style="width: 15%;">Country</th> <th style="width: 35%;">Nature of work done</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Name of client	Size of client (Financial, number of customers, or employee size)	Industry	Country	Nature of work done									
Name of client	Size of client (Financial, number of customers, or employee size)	Industry	Country	Nature of work done											
Operational and technical capabilities (Specific to area of interest covered in the EOI)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">**Areas of specialization</th> <th style="width: 20%;">No of years of experience</th> <th style="width: 20%;">No of technical resources</th> <th style="width: 40%;">No of functional resources</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	**Areas of specialization	No of years of experience	No of technical resources	No of functional resources										
**Areas of specialization	No of years of experience	No of technical resources	No of functional resources												

Notes

*Attach summarized company profile information, including company profile for association and joint venture partners.

**Areas of specialization include (For example);implementation of entire system or specific modules, upgrade of previously implemented systems or modules, post go-live support, training, project management, providing quality assurance services etc.

B. Specific firm experience/reference template.

Country:		Duration of assignment(Months):	
Location within country			
		Total Number of staff-months of the assignment:	
Address:		Approx. value of the services provided by your firm under the contract (US\$):	
Start date (Month/year):		No of professional staff-months provided by associated consultants:	
Completion date (Month/year):			
Name of associated consultants, if any:		Name of senior professional staff of your firm involved and functions performed (indicate significant profiles such as Project Director/Coordinator, Project Manager, and Module Leads etc.).	
Narrative description of the project:			
Description of actual services provided by your staff within the assignment:			

C. Detailed system functionality and features

Limited to 5 pages

Name of the proposed system(s)/solution(s) including versions:				
Key Modules	Sub Module (where applicable)	Functionality provided/supported	Year of Release	Any other relevant information/diagrammatic outline

D. System Architecture

Limited to 3 pages

DESCRIPTION	VENDOR RESPONSE
List Operating System environments that your solution is compatible with (highlight preferences, if any, that may deliver optimal performance)	
List databases that your solution is compatible with (highlight preferences, if any, that may deliver optimal performance)	
List hardware requirements needed to support your solution (database, servers and any other applicable hardware.) For sizing purposes, assume to typical banking client and/or previous engagements. Include assumptions made.	
Identity and discuss integration, integration adapters and Service Oriented Architecture capabilities that are standard to your solution.	
Software version number of proposed solution and date of release.	
Delivery channels & systems that the proposed system is able to integrate with e.g. Web portals, USSD, Mobile Applications, CRM, DMS systems, Biometrics, Call centre applications.	
Location(s) of the technical Support centre, which will provide service for KPS.	