



CHAI SACCO
— *count on us* —

REQUEST FOR EXPRESSION OF INTEREST

FOR THE

**SUPPLY, INSTALLATION, CONFIGURATION,
TESTING, TRAINING OF USERS AND
COMMISSIONING OF AN ENTERPRISE
RESOURCE PLANNING (ERP) SYSTEM**

FOR

CHAI SACCO SOCIETY LTD

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Please read through this document carefully and provide the requested information together with ALL required support documents.

1. INTRODUCTION

1.1 Background

Chai SACCO Society Limited was registered in 1973 to offer financial services to KTDA workers both at the factories and Head Office. In 1999, front office service activities were started and have evolved to fully-fledged Front Office Service Activity (FOSA). In 2005, the common bond was opened to include members from well-established business organizations and tea farmers.

The Society has five (5) branches namely: Nairobi, Litein, Mombasa, Nkubu & Kisii and two (2) marketing offices in Olenguruone & Silibwet.

The Society was recognized internationally by World Council of Credit Union (WOCCU) in Micro-Finance Expansion Programme (MFI) as a model for others. The Society was also selected by Micro-Save Africa in product Development Programme from micro enterprises to assist the society in production development process.

The following is the Society's vision, mission, core values and motto:-

Vision

"A SACCO providing excellent financial services to its stakeholders"

Mission

To provide quality financial products and services through emerging technology, efficient customer care and motivated workforce to economically empower our stakeholders.

Core Values

1. Integrity
2. Transparency and Accountability
3. Equality
4. Team work

Motto

"Count on us"

1.2 Need for ERP

Chai Sacco Society Limited has developed its five year (2014-2018) strategic plan. The Society is in the process of acquiring a new ERP System to ensure that the appropriate ICT infrastructure is in place to enable it deliver services efficiently and effectively to all its stakeholders.

The following is a brief description of the current ICT scenario:

1. The Society has a staff compliment of 65 with potential growth.
2. The computers and laptops in the Society are 65 with most of them running Windows 10 and Office 2013.
3. All computers are connected over a local area network (LAN)
4. The Society has five branches; staff in these offices need access to resources at the head office.
5. The Society is in the process of deploying virtualized servers running Windows server (latest version), Enterprise, MS SQL (latest version) and Exchange email (latest version).

2. CURRENT PROCESSES

Below is a table showing processes from various departments with some of the key input/outputs from each of the process.

Project	Modules
Core System	Finance and Accounting
	Assets Management
	Payroll management
	Human Resource management
	Inventory/ Stores Management
	Sales and Marketing
	Customer Relationship Management(CRM)
	Procurement module
	Administration Module
	System Audit Trails
	Loans and Remittances
	System security and Administration
	Member Web portal
Staff self-care portal	
Mobile Banking	Mobile registration
	Banking (account management, fund transfer, depositing and withdrawing)
	Loaning
Document Management System(DMS)	Digitalizing all society records
	Paperless processes
Time & Attendance system	Time & Attendance at all branches (integrated)
Web portal for online Recruitment	Online recruitment processes

Web portal for online tendering process	Online tendering processes
Infrastructure upgrade	Servers upgrade
	Mobile Gateway
	DR site and redundancy
Training	Staff training
Integrations	<ul style="list-style-type: none"> • IPRS • CRB • Coop ATM • Mpesa API
System Administration and Security	<ul style="list-style-type: none"> • User rights and roles management • Application, operating system and database security • Module setup • Performance monitoring • Backup management

3. REQUEST FOR EXPRESSION OF INTEREST

Chai SACCO Society Ltd invites Expressions of Interest (EOI) from competent firms for supply, installation, configuration, testing, training of users and commissioning of an enterprise resource planning (ERP) system.

The requirement is however more detailed in a Request for Proposal (RFP) document which will be circulated to shortlisted firms upon evaluation of submissions. Firms will be shortlisted for participation based on their demonstration of technical and financial capability in response to this request.

3.1 Scope of Work

The Expression of Interest (EOI) is sought from firms or joint ventures with capacity and competence on ERPs to undertake the following:

1. Study and understand the Chai SACCO Society requirements.
2. Customize (where possible) the ERP the firm proposes to supply, to actualize the solution
3. Advise on the required ICT infrastructure to run the proposed ERP system
4. Integrate the ERP with third party service providers
5. Interface the existing Society Software(s) with the ERP where necessary
6. Successfully implement and commission the ERP Solution on agreed timelines
7. Train users on the ERP System
8. Support and maintenance of the ERP system

3.2 Mandatory Requirements

You shall be required to attach the following mandatory documents:-

- i. Certified copy of company registration certificate
- ii. Certified copy of CR12 from Registrar of companies
- iii. Certified copy of certificate of incorporation
- iv. Certified copy of valid single business permit
- v. Copy of valid tax compliance certificate
- vi. Audited financial reports for the last three years i.e. 2014, 2015 and 2016.
- vii. Certified Bank statements for current six (6) months
- viii. A duly filled Information Questionnaire that has been provided on the website
- ix. Original official bank slip as proof of payment for the EOI document

3.3 Evaluation criteria

Expression of Interest will be evaluated on their responsiveness to the above requirements based on the following criteria:

No.	Particulars	Maximum Score
1	Provision of mandatory documents	Mandatory
Technical Evaluation		
2	Firm's profile, Staff experience, services and affiliations	10
3	Experience in implementation of Enterprise Resource Planning systems in institutions similar to us.	30
4	Ability to implement all the proposed Modules and systems	40
	Ability to implement the Core system only will be a maximum of 25 points	
5	Proposed outline of the Project's implementation approach and timelines	20
	Total	100

4. SUBMISSION INSTRUCTIONS

A non-refundable fee of KShs. 1,000 is payable by cash deposit to the Society's Bank account No. 01120000542000, Account Name: Chai SACCO Society Ltd, Co-operative Bank of Kenya, Co-op House Branch. The original bank slip showing proof of payment should be attached to the documents at the time of submission.

Expressions of interest letters together with completed information questionnaire and supporting documents should be submitted in a plain sealed envelope clearly marked:

"EXPRESSION OF INTEREST TO TENDER FOR AN ERP SYSTEM"

and addressed to:-

**The Chief Executive Officer
Chai SACCO Society Ltd
KTDA Plaza, 4th Floor,
Moi Avenue.
P.O. Box 278 - 00200
NAIROBI**

and should be deposited in the tender box situated at the 4th Floor reception not later than **Friday, 21st July 2017 at 4.00pm.**

The Society reserves the right to accept or reject applications made pursuant to this request at its own discretion.

5. IMPORTANT NOTES TO THE SUPPLIER

- a) The purpose of this document is to assist Chai SACCO Society Ltd in the identification and evaluation of potential service providers with the most suitable solution, who may subsequently be invited to tender or give quotations for the said works.
- b) The questionnaire is to be fully and comprehensively completed in all respects. The Information questionnaire to be filled and submitted with the EOI is downloadable from our website www.chai-sacco.co.ke/tender. You may also be asked to clarify your answers or provide more details. **Failure to complete any part of the information questionnaire and/or to provide written answers to any further questions or requested additional information for clarification will result in a zero mark during the bid evaluation exercise.**
- c) All documents must be submitted in English Language.
- d) Provide supporting documents requested for in the questionnaire.
- e) Chai SACCO Society Ltd will examine the documents to determine completeness, general orderliness and sufficiency of response.
- f) Please note that by responding to this questionnaire you accept that all answers provided are legally binding and should the need arise, may be used as evidence in a court of law. Further, the Society reserves the right without further recourse to verify the accuracy of any answers provided herein.
- g) Any information given and later found to be incorrect shall lead to disqualification of the Applicant.
- h) Information given by the applicant shall be treated in strict confidence.
- i) Applicants to kindly note that this Expression of Interest does not amount to any contractual obligation on the part of Chai SACCO Society Ltd, and that Chai SACCO Society Ltd is not obliged to invite tenders/quotation from any or all who express interest by responding to this EOI process.

- j) If insufficient space has been provided on the questionnaire for the answers, please provide the answers as supplementary on separate sheets.
- k) The original document shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the applicant. Any such corrections must be initialized by the person(s) who sign(s) the Document.
- l) The completed document shall be signed off and initialized by Director/Partner of the organization and rubber stamped on each page and signed on the last page in the space provided.
- m) Applicants will meet all cost associated with preparation and submission of their applications.
- n) Canvassing will lead to automatic disqualification of the applicant.
- o) Late submission will not be acceptable. Any application(s) received after the date and time of closure will be considered as late and disqualified.
- p) Only a limited number of firms will be invited to tender and the submission of an expression of interest should not be taken as a guarantee of inclusion on the shortlist.
- q) Those who will not be invited to tender will be notified.
- r) Submission is as per instruction given in the Request for Expression of Interest.

THE END