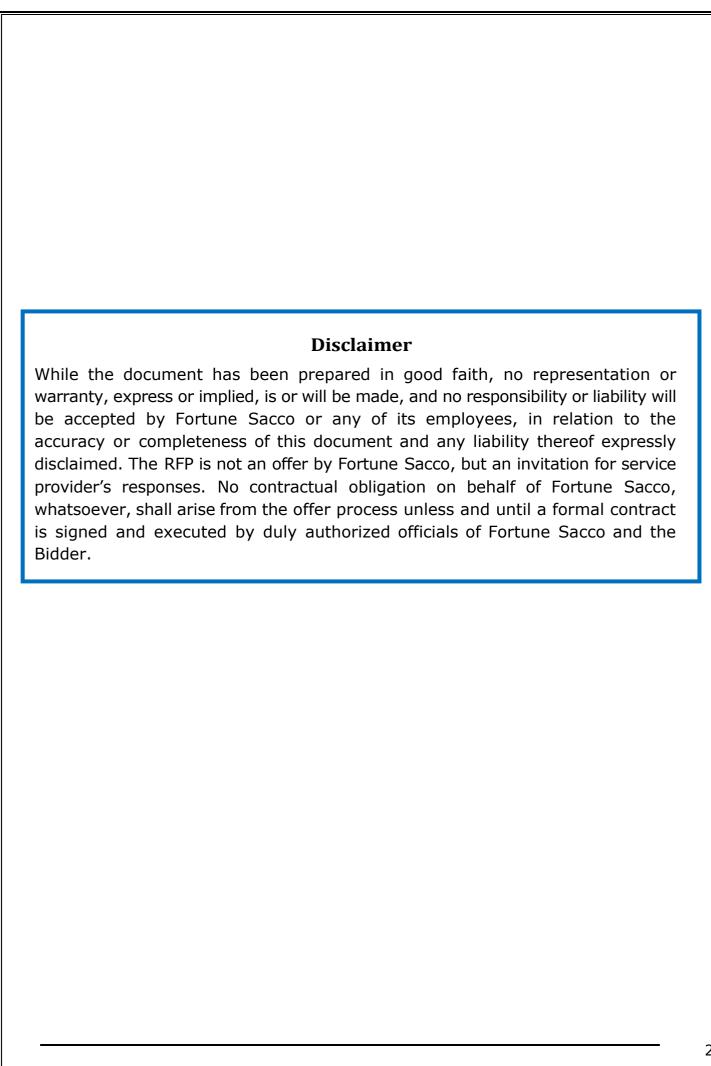**Your Success, Our Success**

Request for Proposal (RFP) For
Supply, Implementation & Maintenance of Sacco Credit Management System

Tender NO. FCSL/RFP/01/2023
Date: 03rd June 2023

Disclaimer

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by Fortune Sacco or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by Fortune Sacco, but an invitation for service provider's responses. No contractual obligation on behalf of Fortune Sacco, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of Fortune Sacco and the Bidder.

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Bid Control Sheet

Tender Reference	Tender NO. FCSL/RFP/01/ 2023
Date of issue of RFP	**05/6/2023**
Pre-Bid queries submission Date	**On or before 13/05/2023 upto 3:00 PM**
Last Date and Time for receipt of tender bids	**16/06/2023 at 4:00 PM**
Opening of Eligibility and Technical bids	**19/06/2023 at 4:30 PM**
Opening of Commercial Bid	**Will be informed subsequently to technically qualified bidders.**
Address of Communication	**Chief executive officer , Fortune Sacco, P.o. Box 559-10300 Kerugoya**

Email address	**procurement@fortune.co.ke**
Contact Telephone	**Tel : 0724 256 957**
Bids to be submitted	**Tender box placed at:** **FORTUNE SACCO LTD ,** **Fortune Plaza-Main street,** **Kerugoya** **Kirinyaga County**

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday, the bids will be received till the specified time on next working day and will be opened at 4:30 p.m. Fortune Sacco Ltd   is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays. Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Sacco. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.

PART-I Introduction

Fortune Sacco is registered under the Cooperative Societies Act and licensed under Sacco Societies Act as a deposit taking Sacco. Fortune Sacco has metamorphosed from Kirinyaga District Co-operative Union Banking section established way back in the 1972 to offer banking services to coffee and dairy farmers within Kirinyaga District. In the early 90`s, as a result of a government policy to separate district co-operative unions from banking services, they were directed to register the then banking sections as independent Sacco`s. Thus Kirinyaga District Farmers Sacco was born in 1998 as a result of that transformative process. In 2011 Kirinyaga District Farmers Sacco rebranded to Fortune Sacco as a strategy to enable it open it common bond further and transform from just being a farmers based Sacco, to a community based Sacco serving the diverse economic needs such as farming, business, formal and informal employment etc. Arising from the rebranding, the Sacco was able address a lot of then existing challenges and was perceived well in the community leading to a period of rapid growth as a result of the road maps in the current 2022-2026 strategic plans. The Sacco currently has fifteen branches in Kirinyaga and Nairobi Counties and over 120 banking agents. The Sacco serves over 140,000 members with over 3,2 billion in savings deposits. Our current gross loan portfolio stands at Kshs.4.2 billion being held by over 30,000 members. As at September 2022, the Sacco had an asset base of Kshs. 5 .1 billion and Share Capital of over 470 million placing it as a Large tier Sacco among licensed deposit taking SACCOs in Kenya by asset base. Employees stand 206 staff who include regular and marketing staff.

Overview or Objectives

Fortune Sacco is pleased to invite proposal of Sacco credit management system from the prospective bidders having proven past experience and competence in the field and offering services to various Saccos at different locations in Kenya.

Proposed origination system should enhance customer experience by streamlined operations that will enable faster responses to customer queries and requests. The Sacco envisages having deeper insights into each transaction through real time business activity monitoring, analytics to ensure lower defects, content and resource optimization through audit trails and dynamic resource allocation. Sacco intends to automate and streamline credit processing and user experience of all schemes of Retail, MSME and Agriculture modules right from lead generation to post sanction compliance and disbursement.

Eligibility Criteria

Only those bidders who fulfil the following criteria are eligible to respond to the RFP. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

Sl. No.	Clause	Documents required
1	Bidder should be a limited company (Public/Private) registered in Kenya under the Companies Act for the last 3 years as on RFP issuance date.	Certificate of Incorporation, KRA Certificate and any other tax related document if applicable, along with the copies of Memorandum of Association and Articles of Association are required to be submitted along with the eligibility bid.
2	The Bidder should have minimum annual turnover of Ksh. 5million per year during the last three financial years (2019-20, 2020-21 & 2021-22).	Copy of the audited balance sheet of the company showing turnover of the company for the consecutive last three financial years should be submitted
3	Bidder should have maintained a positive net-worth in the last three financial years (2019-20, 2020-21 & 2021-22).	Copies of the audited balance sheets of the company showing positive networth of the company for last three consecutive financial years should be submitted.
4	The bidder should be an OEM / OSD or their authorized representative in Kenya. In case OEM / OSD participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.	Undertaking / Power of Attorney (PoA) from the OEM / OSD mentioning a clause that OEM / OSD will provide support services during warranty period if the bidder authorized by them fails to perform. In case of an authorized representative, a letter of authorization (MAF) / OSD Authorization Form from original manufacturer / solution developer must be furnished in original duly signed & stamped

5	Bidder should not have been black-listed by Governments or any Financial Institutions in Kenya as on date of RFP submission) any Sacco / institution in Kenya.	Self-declaration to this effect on the company's letter head should be submitted. Bidder has to submit a Declaration in the format as mentioned in the Annexure – VII.
6	The bidder should be in business of providing similar service/ application/ business rules management and decision platform (for loan/credit processing) for at least 2 years and 2 scheduled Saccos / MFIs/Banks in Kenya as on date of submission of bid.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs in the last two years including names of clients with Phone and E-Mail IDs etc.
7	The proposed application/business rules management and decision platform (for loan/credit processing) should be running in at least 2 scheduled Saccos / BFSI in Kenya as on date of submission of bid.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs in the last two years including names of clients with Phone , E-Mail etc.
8	The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending against service provider by any statutory or regulatory or investigative	Declaration in the letterhead of the bidder's company to that effect duly certified by Statutory Auditor should be submitted.

agencies or any other for which performance under the contract will get adversely affected / may get affected.	

Note: -

The Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, FORTUNE SACCO LTD reserves the right to seek clarifications on the already submitted documents. Non-compliance of any of the criteria will entail rejection of the offer summarily. Any decision of FORTUNE SACCO LTD in this regard shall be final, conclusive and

binding upon the bidder.

PART-II: INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS

Invitation for Bids

TO: Interested, eligible candidates   *Date: 2ⁿᵈ June 2023*

Dear Sir/Madam

RE: Tender No. RFP 03/2023: Supply, Implementation & Maintenance of Credit Management System.

Fortune SACCO now invites sealed tenders from eligible and competent Consultant Firms for the Supply, Implementation & Maintenance of Credit Management System.

The Tender document shall be accompanied by the following Mandatory requirements for preliminary evaluation:-

1. Tender document should not be tempered with, and all pages must be signed/initial by authorized persons.
2. Certificate of Company Registration in existence for at least three (3) years
3. Current Valid Tax compliance certificate
4. Current Valid NSSF and NHIF Compliance Certificate
5. Audited Accounts for the last two years.
6. Firm Accreditation/Affiliation Certificate to relevant professional body
7. Five Major Clients in the last 3 years
8. List of Directors with respective shareholding & details of citizenship. Prices quoted should be net inclusive of all taxes, and delivery costs, must be in Kenya Shillings and shall remain valid for **60** days from the closing date of the tender.

Completed proposals packaged in plain sealed envelopes and clearly marked with the tender number and tender name and addressed to:

Chief executive officer ,
Fortune Sacco,
P.o. Box 559-10300 Kerugoya

Should be returned either by post or deposited in the tender box at the Sacco head office entrance so as to be received not later than 12th **June 2023.**

Fortune SACCO reserves the right to accept or reject any tender in whole or in part without giving reasons for its decision.

Yours Faithfully,

CHIEF EXECUTIVE OFFICER

Due Diligence

The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the RFP document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect will be at the Bidder's own risk and may result in rejection of the Bid and for which Fortune Sacco Ltd   shall not be held responsible.

1. Rejection Of The Bid

The Bid is liable to be rejected if:

  i)   The document doesn't bear signature of authorized person on each page signed and duly stamp.

 ii)   It is received after expiry of the due date and time stipulated for bid submission.

iii)   Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids/ deviation of terms & conditions or scope of work/ incorrect information in bid / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP) are liable for rejection by the Sacco.

iv)   Bidder should comply with all the points mentioned in the RFP. Non-compliance of any point will lead to rejection of the bid.

 v)   Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.

vi)   The bidder submits Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP).

2. Pre-Bid Meeting

The queries for the Pre-bid Meeting should reach us in writing or by email on or before the date mentioned in the Bid Control Sheet by e-mail to info@fortune.co.ke. It may be noted that no query from any bidder shall be entertained or received after the above mentioned date. Queries raised by the prospective bidder and the Sacco's response will be sent to the bidder via the sacco email. No individual correspondence will be accepted in this regard.

Only authorized representatives of bidder will be allowed to attend the Pre-bid meeting.

3. Modification And Withdrawal Of Bids

a. Bids once submitted will be treated, as final and no modifications would be permitted. No correspondence in this regard will be entertained.
b. No bidder/sub-contractor shall be allowed to withdraw the bid after the deadline for submission of bids.
c. The bidder/sub-contractor will not be allowed to withdraw from or seek amendments to the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed

4. Information Provided

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Sacco in relation to the provision of services. Neither Sacco nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

5. Clarification of Offer

To assist in the scrutiny, evaluation and comparison of offers/bids, Fortune Sacco Ltd   may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of Fortune Sacco Ltd   in this regard shall be final, conclusive and binding on the bidder.

6. Late Bids

Any bid received by the Sacco after the deadline (Date and Time mentioned in Bid Details table / Pre Bid / subsequent addenda / corrigenda) for submission of bids will be rejected and / or returned unopened to the bidder.

7. Issue Of Corrigendum

At any time prior to the last date of receipt of bids, Sacco may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.

8. For Respondent Only

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organization.

9. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Sacco and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in

connection with any negligence, omission, default, lack of care or misrepresentation on the part of Sacco or any of its officers, employees, contractors, agents, or advisers.

10. Selection Process
Technically qualified bidder with the lowest quote based on TCO as quoted in Annexure – XXI(ii), will be considered as the L1 bidder.

11. Costs Borne By Respondents
All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Sacco, will be borne entirely and exclusively by the Recipient / Respondent.

12. No Legal Relationship
No binding legal relationship will exist between any of the Recipients / Respondents and Sacco until execution of a contractual agreement.

13. Cancellation Of Tender Process
a. Fortune Sacco Ltd reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason to any of the participating bidder.
b. The vendor shall indemnify Fortune Sacco Ltd and keep indemnified against any loss or damage that Fortune Sacco Ltd may sustain on account of any violation of patents, trademark etc. by the vendor in respect of the products supplied / services offered.

14. Corrupt And Fraudulent Practices
It is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy: "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution.

AND

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Sacco and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive he Sacco of the benefits of free and open competition.

The Sacco reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Sacco reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

15. Non-Transferrable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.

16. Address Of Communication

Offers / bid should be addressed to the address given in **bid control sheet**.

17. Period Of Bid Validity

Bids shall remain valid for 60 (sixty) days after the date of bid opening prescribed by Fortune Sacco Ltd. Fortune Sacco Ltd holds the rights to reject a bid valid for a period shorter than 60 days as non-responsive, without any correspondence. In exceptional circumstances, FORTUNE SACCO LTD may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable.

No Commitment To Accept Lowest Or Any Bid

Fortune Sacco Ltd shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. Fortune Sacco Ltd reserves the right to make any changes in the terms and conditions of purchase. Fortune Sacco Ltd will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

18. Other Terms And Conditions

Cost of preparation and submission of bid document:

The bidder shall bear all costs for the preparation and submission of the bid. Fortune Sacco Ltd shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

i. The Sacco reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Sacco reserves its right to negotiate with any or all bidders. The Sacco reserves the right to accept any bid in whole or in part.

ii. The Sacco reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Sacco makes any such rejection, the Sacco will not be bound to give any reason and/or justification in this regard to the bidder. The Sacco further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement.

Response of the Bid:

The Bidder should comply all the terms and conditions of RFP.

I. The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.

II. Fortune Sacco Ltd   shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. Fortune Sacco Ltd   has the right to re-issue tender/bid. Fortune Sacco Ltd reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. Fortune Sacco Ltd   will not be obliged to meet and have discussions with any bidder, and / or to listen to any representations once their offer/bid is rejected. Any decision of Fortune Sacco Ltd   in this regard shall be final, conclusive and binding upon the bidder.

19. Errors And Omissions

Each Recipient should notify Sacco of any error, omission, or discrepancy found in this RFP document.

20. Acceptance Of Terms

A Recipient will, by responding to Sacco RFP, be deemed to have accepted the terms as stated in the RFP.

21. RFP Response

If the response to this RFP does not include the information required or is incomplete or submission is through through e-mail, the response to the RFP is liable to be rejected.

All submissions will become the property of Sacco. Recipients shall be deemed to license, and grant all rights to, Sacco to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

22. RFP Response Validity Period

RFPs response will remain valid and open for evaluation according to their terms for a period of at least **2 months** from the time the RFP response submission process closes.

23. Notification

Sacco will notify the Respondents in writing as soon as possible about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. Sacco is not obliged to provide any reasons for any such acceptance or rejection.

24. Erasures Or Alterations

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid.

25. Clarifications On And Amendments To RFP Document

Prospective bidders may seek clarification on the RFP document by letter/e-mail till the date mentioned in the bid control sheet. Further, at least 7 days' time

prior to the last date for bid-submission, the Sacco may, for any reason, whether at its own initiative or in response to clarification(s) sought from prospective bidders, modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Sacco's website.

26. Language Of Bids

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Sacco shall be in English language only.

27. Authorized Signatory

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by person who is duly authorized by the Board of Directors / Competent Authority of the bidder or having Power of Attorney.

The selected bidder shall indicate the authorized signatories who can discuss, sign negotiate, correspond and any other required formalities with the Sacco, with regard to the obligations. The selected bidder shall submit, a certified copy of the resolution of their Board certified by Company Secretary along with Power of Attorney duly stamped, authorizing an official or officials of the company to discuss, sign with the Sacco, raise invoice and accept payments and also to correspond.

28. Submission Of Offer – Three Bid System

Fortune Sacco Ltd will follow Three Bid System i.e. Separate Eligibility Bid – containing Eligibility Information, Technical Bid – containing Technical Information and Commercial Bid – containing Price Information duly sealed and super- scribed as — RFP for Supply, Implementation & Maintenance of Sacco credit management system (CMS) (Eligibility Bid), — RFP for Supply, Implementation & Maintenance of Sacco credit management system (CMS) (Technical Bid) and — RFP for Supply, Implementation & Maintenance of Sacco credit management system (CMS) (Commercial Bid) as per the format prescribed in Annexure – XXI(ii) respectively should be put in a single sealed outer cover duly sealed and super-scribed as — RFP for Supply, Implementation & Maintenance of Sacco credit management system (CMS) as per the bid details given in the RFP.

Eligibility evaluation would be completed first followed by Technical & Functional evaluation. Thereafter, Price Information (Commercial Bid) of the eligible & technically qualified bidders will be opened and Lowest Bidder (L1) will be selected based on the Total Amount quoted in the commercial bid. The bids shall be dropped/submitted at Fortune Sacco Ltd's address given in Bid Control Sheet Table, on or before the date specified therein.

All envelopes must be super-scribed with the following information:
- Name of the Bidder
- Offer Reference
- Type of Offer (Eligibility or Technical or Commercial)

The Eligibility and Technical Offers should be complete in all respects and contain all information asked for, in the exact format of eligibility and technical specifications given in the RFP, except prices along with the Pre Contract Integrity Pact on a stamp paper of requisite value. Tender Offer forwarding letter prescribed in Annexure – I should be submitted with the Eligibility /

Technical Offer. The Eligibility and Technical offers must not contain any price information. FORTUNE SACCO LTD, at its sole discretion, may not evaluate Eligibility or Technical Offer in case of non-submission or partial submission of eligibility or technical details. Any decision of FORTUNE SACCO LTD in this regard shall be final, conclusive and binding upon the bidder. The Technical bid should have documentary proof in support of Eligibility Criteria and Annexures.

The entire RFP, Pre-bid responses along with all the Addenda and Corrigenda should be stamped & signed by the authorized signatory of the participating bidder and to be submitted to the Sacco with all other documents as part of the Eligibility bid.

The envelopes separately should contain the documents in the order mentioned Below.

1. Eligibility Criteria - (Original & Copy)
2. Technical Bid- (Original & Copy)
3. Commercial Bid- (Original & Copy)

All this should be sealed in one envelope clearly marked.

The Commercial Offer (Hard Copy) should contain all relevant price information as per Annexure – XXI(ii).

All pages and documents in individual bids should be numbered as page no. – (Current Page No.) of page no – (Total Page No.) and should contain tender reference no. and Sacco's Name.

Note:

i. If the outer cover / envelop are not sealed & super-scribed as required, the Sacco will assume no responsibility for bid documents misplacement or premature opening.

ii. The commercial offer (Hard Copy) should contain all relevant price information.

iii. All pages and documents in individual bids should be numbered as page no. (Current Page. No) of page. no - (Total Page No) and should contain tender reference no. and Sacco's Name.

iv. The Sacco does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all Bids at any point of time prior to the issuance of purchase order without assigning any reasons whatsoever.

v. If any inner cover / envelop of a bid is found to contain Eligibility/ Technical & Commercial Bids together then that bid will be rejected summarily.

vi. If any outer envelope is found to contain only the eligibility bid or technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.

vii. If commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.

viii. The Sacco reserves the right to resort to re-tendering without providing any reason whatsoever. The Sacco shall not incur any liability on account of such rejection.

ix. The Sacco reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any, at any time prior to completion of evaluation of technical / eligibility bids from the participating bidders.

x. Canvassing of any kind will be a disqualification and the Sacco may decide to cancel the bidder from its empanelment.

PART-III Bid Opening & Evaluation Criteria

1. Stages Of Evaluation

There would be Three (3) stages for evaluation process.

The Stages are:

- ➢ Eligibility Criteria Evaluation
- ➢ Technical Evaluation
- ➢ Commercial Evaluation

The Eligibility Criteria would be evaluated first for the participating bidders. The bidders, who qualify all Eligibility Criteria as mentioned in clause 2.1, will be shortlisted for the Technical bid evaluation. A detailed technical evaluation would be undertaken for eligible bidders and only the technically qualified bidders would be shortlisted for commercial opening.

The Sacco will open the technical bids, in presence of bidders' representative(s) who choose to attend, at the time and date mentioned in Bid document on the date and venue mentioned in control sheet. The bidder's representatives who will be present shall sign the register evidencing their presence / attendance.

The bidder with the lowest commercial quote will be declared L1.

Evaluation Methodology

The objective of evolving this evaluation methodology is to facilitate the selection of the most cost-effective solution (Total Cost of Ownership) over contract period that appropriately meets the requirements of the Sacco.

1.1. Eligibility Evaluation

The Eligibility would be evaluated first for the participating bidders. The bidders, who would qualify all Eligibility Critacteria as mentioned in **the RFP,** will be shortlisted for the Technical bid evaluation.

1.2. Technical & Functional Evaluation

a. First, Technical bid documents will be examined from the Eligibility Criteria angle. Bidders, who fulfill the eligibility criteria conditions related to bidder's financial stability and experience fully as mentioned in **the RFP,** their bids only will be taken up for further evaluation/selection process rejecting the remaining bids.

b. The Sacco will evaluate the technical responses of the bidders who are found eligible as per the eligibility criteria mentioned in the RFP.

c. During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter / e-mail seeking clarification / explanation.

d. Technical bid evaluation methodology that Fortune Sacco Ltd would adopt is given below:

➢ The requirements are given in Annexure – XIX.

➢ FORTUNE SACCO LTD may, at its discretion, waive off any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all bidders and FORTUNE SACCO LTD reserves the right for such waivers.

➢ The bidders should provide their response ('Y' or 'N') to the questionnaire in the column "Compliance" in Annexure –XIX.

➢ The Responses should be as per the table below.

Y	Available
N	No, Not Available

➢ If any bidder provides response other than Y' or 'N' the same will be treated as Not Available i.e. N.

➢ Bidder should comply with all the requirements given in Annexure-XIX. Non-compliance to any of the requirement in Annexure – XIX may attract rejection of the proposal.

1.3. Commercial Evaluation

The commercial bids of only technically qualified bidders will be opened and evaluated by the Sacco and the evaluation will take into account the following factors:

a. The Bill of Material must be attached in Technical Bid as well as Commercial Bid. The format will be identical for both Technical Bid and Commercial Bid, except that the Technical bid should not contain any price information (with Prices masked). Technical bid without masked Bill of Materials will be liable for rejection. Any deviations from the Bill of Material / non-submission of prices as per the format shall make the bid liable for rejection.

b. The L1 bidder will be selected on the basis of the amount quoted for the proposed solution quoted by them as per commercial bid. However, in case of any discrepancy in calculation, unit cost of component and services shall prevail.

c. The optimized TCO (Total Cost of Ownership) identified in the commercial bid would be the basis of the entire outflow of the Sacco for undertaking the scope of work.

d. In case there is a variation between figure and words, the value mentioned in words will be considered.

2. <u>Shortlisting</u>

The bidder needs to qualify as per eligibility criteria. Only eligible bidders will be qualified for the Technical evaluation process, to be qualified for commercial bid opening. Only those bidders who achieve technical requirements mentioned in scope of work would be short-listed for commercial bid evaluation.

The Commercial Bids of only technically qualified bidders will be opened and evaluated by the Sacco and the evaluation will take into account the following factors:

i. The optimized TCO identified in the commercial bid would be the basis of the entire outflow of the Sacco for undertaking the scope of work. The Sacco will consider the TCO over a Five-year period starting from the date of going live in production. Any further infrastructure or hardware (electrical components) required to meet the performance criteria of the Sacco as stated in the RFP, during the tenure of the project, would be at the cost of the Bidder.

ii. **Normalization of bids**: The Sacco will go through a process of Eligibility evaluation followed by the technical evaluation and normalization of the bids to the extent possible and feasible to ensure that shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Sacco feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Sacco may at its discretion ask all the technically short-listed bidders to re-submit the technical and commercial bids once again for scrutiny in part or full.

The resubmissions can be requested by the Sacco in the following two manners:
➢ Incremental bid submission in part of the requested clarification by the Sacco.
➢ Revised submissions of the entire bid in the whole.

The Sacco can repeat this normalization process at every stage of bid submission or till the Sacco is satisfied. The shortlisted bidder/s have to agree that they have no reservation or objection to the normalization process and all the technically short listed bidders will, by responding to this

RFP, agree to participate in the normalization process and extend their co-operation to the

Sacco during this process. The shortlisted bidder/s, by submitting the response to this RFP, agrees to the process and conditions of the normalization process.

iii. The bidder will be solely responsible for complying with any applicable Export / Import Regulations. The Sacco will no way be responsible for any deemed Export benefit that may be available to the bidder.

iv. In case there is a variation between numbers and words; the value mentioned in words would be considered.

v. The OEM needs to provide Unit costs would be provided for components and services; unit rates would be considered for the TCO purposes.

In the event the vendor has not quoted or mentioned the component or services required, for evaluation purposes the highest value of the submitted bids for that component or service would be used to calculate the TCO. For the purposes of payment and finalization of the contract, the value of the lowest bid would be used.

PART-IV Scope of Work

Sacco intends to streamline the loan origination, processing, tracking and post sanction compliance in order to have faster loan process leading to business growth. This should also lead to lower defects to ensure optimum returns on lending cycles and decreased operational costs improving the bottom-line.

Proposed origination system should enhance customer experience by streamlined operations that will enable faster responses to customer queries and requests. The Sacco envisages having deeper insights into each transaction through real time business activity monitoring, analytics to ensure lower defects, content and resource optimization through audit trails and dynamic resource allocation.

1. Functional Requirement

Functional Requirement for Retail, MSME and Agriculture Modules in detail is as under (the list of requirement is indicative, not exhaustive, as the actual requirements will be determined during SRS/gap study phase)-

Note – All the points marked as Customizable (C) and To be developed (D) below are to be made available before go live within the time frame as stipulated in the RFP.

At least 75% of the requirements mentioned below should be Available (A) in the proposed solution in order to qualify.

S. No.	Description	Available (A) /Customizable (C) /To be developed (D)	Remarks (if any)
1	**GENERAL REQUIREMENTS**		
1.1	The system should define and support loan products/ portfolios like Working capital loan, Term Loan, overdraft, Real estate loans, Non fund based lines (LC, BG etc.), Bills, Trade Finance solution, Lease(Finance or operating Lease), Hire purchase, all segments like Retail, MSME and Agriculture segment (Farm & Non-Farm credit) etc. as per the requirement of the Sacco.		
1.2	System should have the ability to define, generate and collect leads and manage external agencies and their users like Direct Selling Reps (DSR), dealers, builders,		

	valuation agencies, Law Firms, verification agencies etc. Should allow creation of user groups under each business partner and creation of users under each group.			
1.3	System should have the ability to allocate relevant cases to these external agencies and give controlled access to work or give them facility to upload their reports.			
1.4	System should have facility to calculate commission/Fee for DSRs, Valuer, Lawyers and other third parties.			
1.5	System should be able to receive various reports in predefined form from authorized vendors through internet, email, and other electronic media in a secured manner.			
1.6	Software should deliver the followings: • Lead Origination. • Lead Management/Database management • Sacco credit management system. • Integration with Sacco's Core Banking System. • End-to-end workflow management. • Ability to define & manage different origination channels. • Support different loan products and loan types /processes. • Secured access using profile definition. • Audit trail of data/ processes. • Powerful structured and configurable workflow for automatic routing of application. • Supports multi-level loan product hierarchy. • Support multi-tier rate structure like fixed/floating, indexed and mixed. • Support multi-tier lending power structure. • Supports application processing for individual and non-individual customers. Non individual customers to include various constitutions like proprietorship, partnership, Companies,societies,Corporations etc. • User configurable parameters/ processes. New product launch and defining/amending product parameters to be internally enabled for Sacco user. • Configurable Risk policies. To be in built in the system once by the vendor at the time of installation and later to be allowed to be configured by the Sacco internally, in case of need. • Rule based credit evaluation to provide internal credit checking, Credit rating, credit scoring, risk			

assessment, execution of power delegated and compliance check.

- Document flow, imaging and archiving.
- Image processing abilities, including pictures taken by webcam and other similar image forms.
- Image processing abilities so that image fed as input is properly populated in output.
- Application details and status enquiry should be possible.
- Generate letters, forms, loan legal documentation & all desired template automatically. The generated forms to be modifiable/ configurable from front end by Sacco only without depending on vendor.
- Interface to external/internal systems.
- E-Signature/ Digital signature enabled that can be applied at any stage of processing.
- Possibility of enhancement with add-ons like Analytics, third party users/ auditors/ valuers / advocates/ due diligence agencies.
- Ability to perform 3rd party Verifications, Valuations, Field Investigations etc.
- Ability to define repayment variations like balloon, moratorium (skip), step-up/ down in the product. Ability to change repayment options, in case of need.
- EMI, Non EMI / Principal Distributed and other methods of payment supported.
- Interest and principal moratorium supported.
- Specific data entry screens designed for a given customer type.
- Additional details like financial data for a specific period captured for corporate customer.
- Combinations like individual/ corporate as a borrower/ co-borrower/ guarantor or vice-versa are supported.
- De-dupe parameter specific to customer type can be defined.
- Document set specific to customer type can be defined.
- KYC verification/Due diligence module.
  -System should be able to capture and validate various data for KYC norms as per regulatory norms from time to time like Customer Type, Customer Profile, Customer Address, KYC documents etc.
- Restructured account Module along with Configurable business rules as per policy and approvals.
- Dashboard reporting : few specific reports that are needed are

	▪ Report on Pending proposals. ▪ Report on Pending documentation. ▪ Report on pending security creation ▪ Report on an industry, etc. any other report required by the Sacco This list is only illustrative. Any type or number of reports can be drawn from the system as per the requirement of the Sacco.		
1.7	Ability to generate automated e-mails / SMSs to applicants / valuers / other agencies, users etc as per the requirement. System should have the ability to send Reminder Emails and SMS to designated higher Officials of the Sacco which can be scheduled in the system as online mode/batch mode. The Software should store all e-mail/electronic communications/SMS (external and internal for recommendations, concurrence etc. electronically as part of all loan documentations. System should have provision to generate alerts/SMS/e-mails from each stage – normal alerts and exceptional alerts.		
1.8	Ability to perform 3rd party Verifications, Valuations, Field Investigations, credit bureau checks, geo-tagging etc. with minimum human intervention etc.		
1.9	Secured access using profile definition		
1.10	System should keep history of each of parameters change.		
1.11	System should provide comprehensive audit trail report on all activities performed on the system/ proposal including modification of data by any user including admin/system admin.		
1.12	Single implementation supporting multiple portfolios		
1.13	The CMS system shall have a business rules engine to support different types of Application routing mechanism including- a) Sequential routing (Tasks are to be performed one after the other in a sequence), b) Parallel routing (Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite process instance. The system shall support conditional merging of multiple parallel activities i.e. Response from mandatory parallel process stages before it can be forwarded to next stage),		

	c) Rule based routing - One or another task is to be performed, depending on predefined rules, d) Ad-hoc routing: Changing the routing sequence by authorized personnel. Rules can be defined on parameters set for each product/group of products as defined in the process flow.		
1.14	Seasonal cash flows/repayment defining capabilities.		
1.15	Should store various units of land area prevailing in various states and also to convert it to standard units like acre, hectare, sq. ft., sq. meters, sq. yard etc.		
1.16	Parameterization, historical data management, verifying data quality, migrating data, user acceptance testing, documentation, knowledge transfer and support.		
1.17	After fetching data from internal/external system, system should store it and make it available for subsequent processes/checks as and when required.		
1.18	Should provide end-to-end subsidy/ margin money processing solution and automate the process of subsidy claim and information flow.		
1.19	Should capture the company/organization details and flag in the account in case of loans under MOU/tie-ups (existing or future).		
1.20	Should read Optical Character Recognition (OCR)/Quick Response Code (QR Codes) in the documents and auto-fill the relevant fields in the system (e.g. valuation, land Records etc.)		
1.21	All the upgrades of the software solution should be provided to the Sacco free of cost for the entire contract period.		
1.22	Comprehensive training manual with built-in "help" menu in system. Define and view help against each item.		
1.23	The system should provide output format to be generated in MS Word, MS Excel, Adobe acrobat PDF, HTML, XML etc. and any format needed in future. Output has to be a printable format with full alignment of text, images & tables (in A4, A3, legal, letter etc. paper sizes)		
1.24	Multilingual (English & Kiswahili Languages) output templates. Moreover, proposed solution should have feasibility to include the major regional/scheduled language at a later date.		

1.25	System should be able to handle entire loan life cycle management i.e. complete loan origination and processing system having automated process from lead management till loan disbursement and post sanction compliance.		
1.26	PSR (Post sanction review) Submission and management.		
1.27	System should have mobile/tab solutions for field functionality, client visits, including data & document, pictures uploads or on website upload by third party agency.		
1.28	Automatic picking up of charges (if any) for deviations/modifications/processing etc. for each type of facilities/borrower.		
1.29	Automatic printing of all the applicable forms and documents as per requirement of the Sacco.		
1.30	Solution for improving Data quality through automated processing & reduced manual interventions.		
1.31	Generation of Sacco specified documents like application forms, loan appraisal, sanction letter and documentation with prefilled data.		
1.32	Loan management system including loan origination, complete processing including (Appraisal, sanction and documentation), disbursement & post sanction Loan management including review/renewal and monitoring.		
1.33	Restructured account Module along with Configurable business rules as per policy and approvals.		
1.34	Single Loan Application with suitable Annexure to process single or multiple Facilities/ borrowers (Fund based & Non-Fund based) as per the Sacco's requirement.		
1.35	Any number and types of facilities to be configurable.		
1.36	Ability to define various masters e.g. Calendar Master, Business Partners, Deviation reason master, Delegation level master (Value), Product master (including pricing etc.), Customer master (With ID details etc.), Policy criteria master, Profession master, Company master, Customer service master, Collateral detail master, Interest Rate Master, Other Masters as relevant for the		

	software/as required by the Sacco,		
	System should support 'Master Data Management' of various heads such as type of loan, geography, business unit etc. and also version control in key masters.		
	There should be a facility to configure templates in the system like the Call Report, Offer letter, SMS and email alert, Survey report templates, subsidy claim template which can be configured at the masters level in the system.		
1.37	System should be able to restrict access to data based on user's position/Role/combination of both in the organization, eg. Branch employees should not be able to access Sales data and vice versa.		
1.38	System should be able to customize the screen based on user's hierarchy in the organization. Restricted viewing or viewing of related fields only.		
1.39	System should be able to integrate with document imaging/processing systems and convert financial document into excel or table format, thus facilitating the rapid movement of applications across the processes/ Units without the need of paper flow.		
1.40	The system should be able to capture the verification of application/ documents/ KYC with digital signature.		
1.41	System should have Flexibility through extensive Parameterization, Workflow and Configuration of Rules.		
1.42	System should provide user definable rules for scoring, de- dupe, eligibility, customer exceptions, workflow movement, etc. using rule builder.		
1.43	System should be possible to extract any or all data for further analytical functions or for other purposes for end users or other systems at Sacco in desired format.		
1.44	Solution should facilitate bulk upload of information through batch files containing the application details.		
1.45	System should be capable of supporting product features. This may be as: - Regular product parameters. - Special campaign or category parameters - Exceptions (approved through a defined process)		
1.46	MIS/data input that requires interfacing with the core Banking system/ document management system/ any other system to retrieve/ compare/ validate existing customer details.		

1.47	Referencing on the basis of defined rules.		
1.48	It should be possible to integrate with and derive data from Sacco's other systems.		
1.49	System should have controlled interface with external/internal web links/ data sources/ reference sources for data verification/data& information feeding/ checking information.		
1.50	System should be capable to capture financial data of the customer both current and projections, as needed e.g. Equity/capital details,Credit facility sanctioned/availed by/ from other Saccos/ institutions, profit and loss statements, balance sheet statements, projected cash flows, carry out comparison between estimated and actual achieved at the time of renewal etc.		
1.51	System should have validation based on Due diligence/ compliance checks through interface.		
1.52	The system should ensure field level validation in all screens, depending on security group / level of each user. E.g. Only relevant data may be allowed in the field or user may be able to approve values/comments defined by his capability level.		
1.53	System should have parallel processing abilities where at any point of time more than one user can view the case and record their queries/comments/inputs/approvals. System should have capability for horizontal and vertical processing of a loan application/task. Like loan application is forwarded from branch to different departments of zonal office simultaneously; those departments can work on the loan proposal in parallel manner and put in their comments/remarks. Concerned department can view the entire application, but edit the pages related to their own specified department.		
1.54	Report on workflow management both for reporting as well as to have a comment & work log of the complete user trail.		
1.55	System should have notification facility i.e. when an application is approved by a reviewing authority and forwarded to the next person on the workflow, ability to send auto-notification via outlook/SMS to the receiving personnel/ other defined users to inform on applications awaiting actions/ progress.		
1.56	Ability to automatically send notifications/SMS/E-mail of rejections/ approvals to appropriate personnel with		

	predefined data and conditions. Generation/ transmission of email alerts/ advices /SMS at various stages of the processing.		
1.57	System should able to function two way interactions with Core Banking System where loans approved in CMS can be automatically open in Core Banking without repeat data entry.		
1.58	System should have abilities to create / update qualitative / quantitative details in the system through rule builder and same given to specific users as per policy.		
1.59	Setting up/ managing unit cost depending upon purpose or other definable parameters.		
1.60	Should handle substitution (Assign/Reassign) due to leave/ Emergency/Transfer/Improvement of TAT. Only Authorized Officials should be allowed for this job.		
1.61	System should have full version control along with ability to keep old versions retrievable in case of need.		
1.62	System should have start date and end date for a particular work flow/loan products based on set parameters.		
1.63	System should have a provision to capture Sector/sub-sector, Borrower category, Occupation code and other details as required by statutory authorities.		
1.64	System should allow admin/system admin to manage various groups, users, roles, document management operations and define and configure various workflow steps for each process.		
1.65	System should provide facility to define and administer different rating criteria for different industries /branches /group of customers.		
1.66	System should have facility for OCR based Sacco statement analysis, MPESA statement analysis, salary slip and KYC		
2	**LEAD MANAGEMENT**		
2.1	Manual Lead Creation through front line staff.		
2.2	Bulk Lead Creation through Excel sheet/XML upload.		
2.3	Lead Creation through integration with Sacco's website, Mobile apps, SMS, POSs, Direct sales representatives and online lead providers such as Facebook etc.		
2.4	Automatic/ Manual lead assignment to users/ branches based on pre-defined logic like PIN code, type of lead etc.		

2.5	Manual Lead Assignment/Re-assignment		
2.6	Lead De-duplication		
2.7	Capture Detailed information of the lead		
2.8	Add and modify lead details		
2.9	Should process modification sanction with the same lead number by changing status of lead before loan account opening.		
2.10	Attach, scan documents		
2.11	Initiate leads for multiple products through single application		
2.12	Unique Lead ID generation and communication to customers. System should enable searching based on the Unique Lead ID or other defined parameters with full/ partial matching. Full/partial matching option should be configurable		
2.13	Lead should be forwarded (allocated) to Sales Team/ Branch through SMS/ e-mail with unique reference Number		
2.14	Below details of the lead to be captured (more can be configured, if required) Lead Details Personal Details Existing liabilities with banks and other Saccos Household details Account Details		
2.15	System should have the ability to capture details of the source of the application with details like Relationship manager/ Credit Officers,Branch manager, Credit Managers, product team names, branch, sourcing location etc.		
2.16	Supervisor should be able to override the distribution of the tasks to Users and reroute to other Users to speed up Loan Application Processing.		
2.17	System should have the ability to input varied loan application scenarios (e.g. varied loan amount, repayment terms, pricing etc.) for customer and view the implications/ outcome of the scenarios to front office team/ agents/ officer.		
3	**USER MANAGEMENT**		

3.1	System should provide complete user management feature - that allows the correct level of user to add new users and remove users. - that allows the correct level of user to modify the access a user requires. - Facility to add users to designated business unit/ branch/ processes/ roles.			
	- System should allow definition/modification of the approval limits, branches and organization structure which could be centralized or decentralized. - The system should include ensuring screen level security in all screens, depending on security group/ level of each user. - System should be configurable to have more user types/ levels to accommodate process changes/ audit or any other functional/ reporting requirement.			
4	**WORKFLOW & ALLOCATION**			
4.1	System should have workflow which can be configured/ parameterized depending on channel, product, scheme, source, and any other available fields.			
4.2	The system should allocate particular application to specific approvers. Further, there should be a queuing system that should allocate based on pre-set logic. Approval process can be defined as single approver or multiple approvers.			
4.3	Process of approval may have defined sequential and parallel (like committee based approval etc.) movements. It should be possible to have both in workflow simultaneously.			
4.4	System should provide Fast track processing feature whereby a single user (duly designated) to process an application from start to finish or may have limited access to a specific task.			
4.5	System should provide - ability to define role, profile, level, branch, location based allocation rules for each user along with holidays. - ability to reallocate or reassign cases from one user to another.			
4.6	System should provide multiple to & fro movement of workflow items possible. Comprehensive Reports for workflow.			

4.7	System should provide 'queuing feature' which should include the ability for escalation to higher supervising authority in case the application has remained pending without any activity for a specified period.		
4.8	Should define Service Level Agreement (SLA) , TAT rules for each activity in the workflow		
4.9	System should have the ability to have workflows for credit lines based on the current process of the Sacco. Interact dynamically between the rules engine and the		
	queuing process to move across queues based on process results at each stage of credit processing – Example: risk based verification process resulting in instant approval or based on potential credit limit.		
4.10	System should have provision of maker checker facility for different activities like data entry, documents, approval based on risk segment. However this may be defined by administrator. Some of the common steps that should be followed in applications workflow are as follows. • Quotations • Quick /Detailed data entry • Duplicate Check /Review • Credit Scoring • Document Process • Credit Bureau Check (Metropol etc.) • Verifications Details • Multi-level credit evaluation • Decision Making • Disbursement • Monitoring • Review renewal.		
4.11	System should have the capability whereby the user can view all previous notes exchanged and remarks made by other users with respect to the application under consideration and also seek clarification on the same.		
4.12	System should have the ability to allocate automatically to each user based on role and also to a pool/ team so that the available users can select case to work on if needed.		
4.13	System should have facility to put applications on hold till pending actions are completed.		
4.14	Application can be returned to any earlier stage in the workflow if required.		
5	**APPLICATION AND DETAILED DATA ENTRY**		

5.1	Customer information at detailed level should be captured. Customer's detailed information should be maintained. Add Borrower, Co-borrower and Guarantor details. Loan and product details are added with various repayment parameters. Multiple collaterals are accepted as security		
5.2	This process should allow the user to enter missing data/ modify the existing data and then re-submit the application for further processing.		
5.3	Provisions for giving Specific recommendations for any modifications/deviations by the user/sanctioning authority.		
5.4	System should check the application data against all the product level parameters and in case of discrepancies, the same can be modified at this stage. Product validations to be checked. If violated, rectification activity performed.		
5.5	Provision to add specific comments/litigations for a particular case/lead to be provided.		
5.6	Option to reject the application/lead for ineligible customers with appropriate justifications by the appropriate higher authority.		
5.7	Upload scanned images of signed Application form, KYC and statement of means. System should also have OCR facility to capture the application data entered.		
5.8	Extract the details filled in online application automatically.		
5.9	System should support error / warning / action messages for doubtful / wrong entries during Data Entry, Modification and Saving Stage.		
5.10	System should be able to flag and alert (pop up message) the user for missing essential information.		
6	**APPLICATION INPUT AND TRACKING**		

6.1	Should capture customer details like:
	• Borrower Information
	• Personal information
	• Application details of Loan
	  a. Customer profile, constitution, address, demographic details etc.
	  b. Customer KYC details,
	  c. Employment Details,
	  d. Loan details,
	  e. Guarantor/ Co-applicant details,
	  f. Customer exposure with other Saccos,
	  g. Land Holding Details,
	  h. Asset & liability details
	  i. Existing Cultivation pattern,
	  j. Date of appraisal initiation
	  k. Registering the application details in a user defined format
	  l. Borrower Master data
	  m. Customer Follow Up reports
	  n. Write Up Details
	  o. Financials
	  p. Comments on crop/product
	  q. Facility Details
	  r. Pricing Details
	  s. Security Details
	  t. Standard Terms &Conditions		

	u. Credit Rating/scoring results v. Ratios and calculation from rating input/output sheets w. Document checklist		
6.2	Should generate output (on screen or print) based on input provided for the customers to view the eligibility for loan and other parameters by front line staff while interacting with the customers.		
6.3	Should provide space to provide additional information that may be relevant in making credit decision e.g. number of bounced instruments, failed standing orders.		
6.4	System should support Qualitative Data Extraction (QDE), Dynamic Data Extraction (DDE) and checking of the data for any corrections extensively so as to ensure integrity of data.		
6.5	System should have facility to validate the data being entered with validations like mandatory/ non-mandatory, format validations etc.		

6.6	System must generate a unique loan number for every loan application and the application enquiry should be possible on specific keys definable parameter. The unique loan number generated should be easy to trace by the various users who may wish to track the application. For example: can be queried by inputting customer's id no, name or business registration number.		
6.7	Support multiple sub-borrowers in a single loan (viz. self-help groups).		
6.8	Facility of Application tracking across the life cycle of the loan application and across business partners.		
6.9	System should be able to capture the date and time details of application like date of receipt, date of Login and other dates as will be defined by the Sacco.		
6.10	System should provide for search facilities across the screens in various modules during various stages of processing		
7	**PRODUCT CONFIGURATION**		
7.1	System should have following facility - • A multi-level hierarchy for defining financials loan product. • Ability to attach risk policies at any these levels. • Support for multiple interest rate type liked fixed, index based and mixed. • Ability to define repayment variations like EMI, non EMI, balloon, moratorium (skip), step up/down in the product. • Intermittent and last balloon payment supported. • Interest and principal moratorium supported.		
	• Servicing of interest during moratorium in line with repayment frequency supported • Support for individual and corporate customer. • Specific data entry screens designed for both customer types. • Additional details like financial data for a specific period captured for corporate customer. • Combinations like individual as a borrower and corporate as co-borrower/Guarantor and • De dupe parameter specific to customer type can be defined. • Loan products can be defined as corporate products offering more processing flexibility. • Document set specific to Customer type can be defined.		
7.2	System should be able to define various hierarchies:-Defining the organization hierarchy (at least 10 levels),Define the roles performed in the organization, Co-relating the role of employee and his area of work, Co-relating business partners with products offered, Define hierarchies based on type of deviation (for e.g. Credit for exposure, Delegation of Power etc.		

7.3	Should be able to check the ceiling limit as prescribed in the loan policy for the sector in which the loan is proposed. And it should be able to add/deduct the available limit for the sector.		
8	**CUSTOMER MANAGEMENT**		
8.1	System must generate a unique customer id & searching based on the defined parameters with full/ partial matching. Full/ partial matching option to be configurable.		
8.2	System should allow automatic fetching of the customer data for an existing customer - Customer Profile - Exposure Details - Group Exposure if any - Existing Facility Details - Limit details - Classification detail - Securities etc.		
9	**DE-DUPE & NEGATIVE DATABASES CHECK**		
9.1	Provision to configure rules for De-dupe at customer/ product level.		
9.2	De-dupe rules to be configured for applicant as well as asset/ collateral.		
9.3	System supports phonetics as well as algorithm based duplicate check.		
9.4	Unique rule sets can be defined for individual, Business units and corporate applicant types		
9.5	System should have the ability to find if a customer is an		
	existing one and check for internal / external referral lists or whether the customer is defaulter at any other branch of our Sacco		
9.6	The system should have the ability to de-dupe with the current application details like ID numbers, names or parts thereof, telephone numbers against similar lists in other product databases.		
9.7	System should have an option to reject the application for customer based on the compliance check results.		
9.8	Escalation Matrix pre-defined.		
9.9	System should have the ability to view the existing history, relationship of the customer with Sacco.		
9.10	System should able to do the de-dupe against CBS.		
10	**CREDIT EVALUATION/ RATING**		
10.1	Interface with Internal credit rating system for borrowers		
10.2	Scoring parameters based assessment abilities in case of schematic lending.		

10.3	Should provide flexibility in defining credit scoring rules/ policies with different multiple combinations and base criteria, provide on-line credit scoring processing with auto approvals.		
10.4	The product should have a scoring engine that is capable of credit scoring across demographic and bureau variables and handle multiple score cards across products and segments		
10.5	Should key in financial/ non-financial data and use the same for scoring.		
10.6	Generation of rating input from CMA DATA		
10.7	System should have capability to interface with third party external credit rating systems and use the same for defining different paths of the workflow or in internal scoring engine real time or in batches.		
10.8	System should have capability to interface with multiple credit bureaus and use the results of same in scoring.		
10.9	The system should have the infrastructure to support rule based decisions with embedded architecture enabling such rules to be written by users using customer level elemental data.		
11	**ELIGIBILITY**		
11.1	System should have the ability to define the customer eligibility rules based on different parameters. These parameters should be modifiable from time to time as per change in Sacco/Product norms from front end only.		
11.2	Should arrive at eligible loan amount for a customer based on these rules and data entered for application.		
12	**ANALYSIS**		
12.1	Evaluation of Credit Limit, Credit Scoring and Appraisal.		
12.2	System should be able to capture CMA data furnished by the customer (either through uploading/ manual entry)		
12.3	System should support financial analysis based on parameters like: - NPV, Benefit-Cost ratio, Debt Service ratios, sensitivity or other similar tools. or any other ratios.		

12.4	System should support definition of standard formats for financial data and statements like Balance sheet, Cash Flow statement, P&L account, and Funds flow statements. Definition of financial structures based key parameters like Industry segment, customer type etc. Structures can be defined for various financial statements like Balance sheet, Cash Flow statement, P&L account, Funds flow statements etc.		
12.5	Excel based template/ file upload/ processing facility to be provided.		
12.6	Credit assessment based on product specific guidelines/Requirements.		
12.7	System should compare benchmark ratios based on risk policy of the Sacco.		
12.8	Standard analysis of financials using basic analytics, Key financial ratios and benchmark.		
12.9	System should allow defining ratios like operating profit, margin, etc. based on formulae and data obtained in financial statements.		
12.10	System should support details like Average and benchmark ratios.		
12.11	Financial data for the customer can be derived using excel reports/ CMA data.		
12.12	Analysis of CMA Data/ Generation of projections for 2 years based on CMA Data (Audited Balance sheet)		
12.13	System should capture any Number of years for which the financial projections/ cash flow/ loan /covenants data can be recorded & processed.		
12.14	System should provide a space to provide additional information that may be relevant in making credit decision e.g. number of bounced instruments, comments on TOD/excess drawls/adhoc and their regularization, failed standing orders, window dressing of accounts issues, Credit summation vis-à-vis sales. System should have an analysis capability based on		
	transaction (e.g. excess withdrawal of cash from loan accounts, transfer of loan funds to sister concerns, transfer of loans to saving accounts)		
12.15	The system should capture remarks (with replies) of latest internal/ external auditors (concurrent, statutory, stock audit, etc.), first site inspections. It should also support capturing of text comments along with capturing of remarks and irregularities pertaining to the account in the Sacco's monthly / quarterly monitoring reports.		
12.16	Data should be uploaded for audited/ unaudited/ draft/ in-house/ projected balance sheet.		

12.17	Standard analysis of financials using basic analytics and using various methods of lending like Turnover Method, MPBF, Cash Budget or any other assessment methods adopted by the Sacco from time to time.		
12.18	Based on the data uploaded, system should compute the financial ratios as per the configuration in the masters. The system should be able to perform comparison of selected key ratios, financial parameters across borrowers within the industry and against bench marks. Ratios like debt/equity ratio, current ratio, ICR/DSCR etc. and additionally (but not limited to) following: Paid up capital Reserves and Surplus Intangible assets Revaluation reserve Tangible net worth Long-term liabilities Capital employed Net block Investments Non-current assets Net working capital Current assets Current liabilities Net sales Other income Net profit after tax Depreciation Intangible assets Cash accruals ROCE (Return on capital employed) Drawing Power of the applicant, etc. **An illustrative list of ratios to be computed for financial**		
	analysis is furnished below: Liquidity Ratios, Profitability Ratios, Efficiency Ratios, Leverage Ratios, Market Ratios, Capital Budgeting Ratios, DSCR, NPV, IRR, ICR, FACR etc.		
12.19	The system should support sensitivity analysis where the user can modify the financial data to find out how the change will affect certain key financial ratios/indicators.		
12.20	System should support to insert images, signatures, table and format the template as per Sacco standard formats/ Proposal complexities.		

12.21	Data fetching on Exposure reference data to be analyzed.		
13	**PROJECT APPRAISAL**		
13.1	System should support Standard & customized project appraisal tool & processes.		
13.2	Building up/ importing/ assessing various financials & business models and other appraisal requirements of project funding.		
14	**DOCUMENT MANAGEMENT**		
14.1	Should define the documents checklist for an application, applicant, asset etc.		
14.2	Documents / reports can be uploaded at various stage like document receipt, verification report etc in compressed and encrypted form and should be able to retrieve and display the same whenever required.		
14.3	Should track the receipt of Documents for an application.		
14.4	Maintains separate Error list which contains documents that are marked as error.		
14.5	Should upload documents against documents checklist/ data in different formats like jpg, jpeg, png, pdf etc.		
14.6	Should update, to inquire, archive and retrieve the documents.		
14.7	Should defer, waive the documents with approval from competent authority based on customer request.		
14.8	Should support document waiver process with an approval flow and comments by the approving authority.		
14.9	Should allow adding new documents in existing list at multiple stages.		
14.10	Should define mandatory, non- mandatory documents.		
14.11	Should track documents stage wise.		
14.12	Should mark the no of pages, date of receipt, location of the document while receiving it.		
14.13	Should have a verification of the documents by a different user.		
14.14	Should maintain scanned image of applications, forms, appraisals, reports, cover documents, visit reports, security documents etc.		
14.15	Based on each product and parameter Sacco specific documents/ forms to be generated automatically with prefilled fields based on the input fields given.		
15	**DOCUMENT CONFIGURATION and DOCUMENT CHECK LIST**		

15.1	Three Tier Document Definitions. • Document Code – Identification of documents should be done • Document set code – set of various types of documents based on type of customer, loan product, security, Legal aspects and so on to be uploaded/ retrieved. • Document family – Similar type of documents to be grouped together in a family. Branch should be able to view the documents required easily.			
15.2	Applicable document sets can be configured at applicant, application and asset level.			
15.3	Stage at which the documents are expected to be received can be configured.			
15.4	Provision should be there to make available the automatic document checklist based on application data according to pre-configured document set.			
16	**DOCUMENT RECEIPT**			
16.1	Documents should be received or verified at 3 levels. These are applicant level, asset level and application level.			
16.2	Depending on the stages, documents can be received till post disbursement.			
16.3	Provision to upload scanned images of documents available at multiple stages.			
16.4	Should waive a certain document.			
16.5	Should defer a certain document to a future date / stage.			
16.6	Provision to verify/ upload received documents.			
16.7	Documents configured to be received post disbursement are tracked through email/ SMS alerts			
17	**DOCUMENT VERIFICATION**			
17.1	All KYC documents can be E-verified after they are received by the designated officer.			
17.2	Multiple types of verification should be supported viz.: - Field Investigation, Office Verification, Residence Verification, Personal Interview and Organization Verification			
17.3	Multiple instances of a single verification type			
17.4	Assigning verification requests to Internal and External users			
17.5	Verification is a 3 step process - Initiate Verification - Perform Verification - Accept Verifications			
17.6	Should re-initiate verification if required			

17.7	System should also support third party verification (report update etc.)		
17.8	Should define Escalation matrix/ Queue Management		
17.9	Should interface with external agencies/ authorities for documents verification.		
17.10	Auto assignment to empanelled Advocates and Valuers for Legal scrutiny report and valuation.		
17.11	Provision for reports to be uploaded by the empanelled advocates and valuers directly through an interface exclusive for this purpose.		
17.12	Documents can be marked as satisfactory/Non-satisfactory.		
17.13	Flagging of pending documents account wise and follow up.		
18	**FEES & CHARGES**		
18.1	System should have a facility to define different fees, charges and taxes as per guidelines, which are to be collected for a credit product type and customer type.		
18.2	Should collect fees and charges based on the checklist of generated charges partially or fully.		
18.3	Apart from system identified fees, provision to add for additional fee type should be there.		
18.4	Should waive or defer a charge after the approval of competent authority.		
18.5	Should integrate the facility for collection of fees for external agencies like Auctioneers, Lawyers,valuers etc.		
18.6	Should integrate with Saccos collection system (existing or proposed)		
18.7	Offer letter to have detailed fee and charge calculation which can be directly debited to Core Banking on triggers.		
19	**DEVIATION MANAGEMENT**		
19.1	System should define deviation based on rules for pricing, demographics and other parameters.		
19.2	Generation of deviations automatically by the system and allocation to designated authority for approval.		
19.3	Maker Checker process for deviation approval.		
19.4	Facility to add certain user deviations based on the discretion of the user/ competent authority.		
19.5	Should support following deviations • Multi-Level Deviations. • System defined deviations triggered based on the configuration • Additional manual deviations • Role based deviation approval		

19.6	Ability to define credit deviation matrix for a hierarchy of reviewers and approvers, credit committee, or a hierarchy of credit committees			
19.7	The System should have capability for Setting up of Score Card, Deviation logic by Business users and any changes made should be effective from date of modification. Historical records of Score card and Deviation along with user audit trail be available for future reference			
20	**USER WORKSPACE**			
20.1	System should allow user to see all application he has to work on in a single view.			
20.2	System should allow user to prioritize his work by being able to filter cases based on certain parameters like application id, first name, last name, product etc.			
20.3	User should also be able to view cases in a pool and request to attend the case to start working on same with approval of allocating authority.			
20.4	Supervisor user should be able to view records of his subordinates and be able to take actions on same.			
21	**COLLATERAL MANAGEMENT**			
21.1	Should generate unique collateral ID for the asset/ collateral. In case of extension, if any, existing collateral ID number to be captured for subsequent applications.			
21.2	System should define different collaterals and attributes in the systems which have to be captured for a collateral.			
21.3	System should capture collaterals for an application.			
21.4	System should generate technical and legal valuation for a collateral and allocate it to a user or agency and capture the valuation details.			
21.5	Workflow based valuation process - Initiate valuation request, Valuation report details, Accept valuation and Attach collateral. Multiple instances of a single valuation request can be generated.			
21.6	System should calculate eligibility based on collateral value and Net Present Value (NPV).			
21.7	System have facility to upload, display and print valuation documents/legal reports into the system.			
21.8	System should have Ability to configure single/ multiple collateral at application level.			
21.9	Collateral processes like entry, valuation and attachment should be supported as workflow activities.			

22	**VERIFICATION MANAGEMENT**		
22.1	Should generate different verifications for customer based on his application and evaluation process. List of verification processes shall be provided at the time of SRS.		
22.2	Allocate verifications like phone, income, personal, address etc. to user/ agencies, if there are third party or internal validators.		
22.3	Should initiate and do field investigations.		
22.4	Should capture details and documents related to each verification.		
23	**TERMS & CONDITION MANAGEMENT**		
23.1	Facility T&C list has to be automatically selected on the basis of facility type selection.		
23.2	Provision should be there for bringing in any changes/ amendments by the users/ approval authorities.		
23.3	Borrower standard T&C be selected on the basis of borrower type.		
24	**CREDIT APPROVAL**		
24.1	Multi-level approval based on sanction limits.		
24.2	Should define the sanctioning authority based on loan size, product, deviation etc. Should have a multi-level sanctioning matrix and automatic routing of the case based on that.		
24.3	The system should aid credit decision making based on the proposal evaluation analysis and credit risk rating. It should facilitate users/reviewers in understanding assessments through electronic case files.		
24.4	System should allow authorized personnel to override system credit approval or rejection recommendations but with an audit trail that can be tracked.		
24.5	The system should have the capability to route the case for committee approval in case of higher loan		
	amounts where multiple officers can approve the loan as specified in the committee.		
24.6	Multiple committee members can be defined along with veto and non-veto members.		
24.7	Provision to define committees like approval committee, pricing committee etc.		
24.8	Automatic approval / rejection based on decisions taken.		
24.9	System should generate Credit Appraisal report in a printable and/or screen readable form.		
24.10	System should provide for definition of the minimum requirements for one to qualify for a credit facility generally and within each stage.		

24.11	System should allow reviewing personnel to view defined sets of information/ comments on each credit request.		
24.12	Should view the application data in a summarized form to take credit action.		
24.13	Ratification process for decisions taken is supported.		
24.14	Should generate Sanction tickets and term sheets for Customers/ Sacco with mandatory fields and T&C.		
25	**COVENANT MANAGEMENT SYSTEM**		
25.1	Should view/ input financials & non-financial covenants based on pre-defined rules.		
25.2	Periodic monitoring (with manual intervention) of covenants.		
25.3	Report generation on compliance/ non- compliance.		
26	**REVIEW/ RENEWAL**		
26.1	Capture data on future date of review or renewal for each loan at the time of loan origination based on set rules or manual entry.		
26.2	System should allow timely review/renewal of application as per the above processes.		
26.3	System should provide previous approvals / rejections in the system history.		
26.4	For existing loans, system should fetch the data from CBS and generate alert for review/ renewal/ DPN due date etc. and alert to be sent to branch/ customer through email and to Branch Manager through SMS on daily basis.		
27	**EXCEPTION HANDLING**		
27.1	System should add certain actions/conditions if the application is not fully up to the mark for approval like addition of co-borrower, collateral etc.		
27.2	System should be able to re-routing the case to an		
	appropriate officer in case of any changes or amendments to be made.		
27.3	System should automatically reroute the case in case of any data change based on which the approval was done.		
27.4	System should allow to reject the application with reason. The system should allow review of rejected applications through a screen that includes the reason for rejection.		
27.5	System should have facility to bifurcate Loan requirements into various purposes including Insurance amount wherever applicable.		

27.6	System should allow to review rejected applications for reopening in special cases by authorized user.		
27.7	Facility to recommend an application if it is not in users approving authority.		
27.8	System should facilitate archival of rejected applications for de-dup purposes.		
27.9	Once an application for credit is closed, it should not be possible to change the data.		
27.10	System should have a mechanism that cancels/rejects an application with justification if it is pending for more than a specified number of days after follow-up for missing documents/information. This should be done after certain number of reminders to the users.		
27.11	System should have override options whereby an earlier rejection or cancellation can be revoked and the application be brought back into the mainstream for positive closure.		
28	**OFFER LETTER & LOAN DOCUMENTS**		
28.1	Generate pre-printed offer letter & Loan Documents for customer.		
28.2	Should capture the acceptance by the customer.		
28.3	Allow printing of approval/ rejection letter in desired format.		
28.4	Should view the status of applications under process Stage wise, branch wise and user wise.		
28.5	System should support generation of sanction advice as per the format/requirement of the Sacco which shall be shared at the time of SRS.		
28.6	Customer correspondence, including reminder letters, etc. automatically generated by the system in accordance with defined parameters.		
28.7	The system should handle and generate documents like but not limited to: 　　　Loan Sanction Letter 　　　Loan Rejection Letter 　　　Loan Related Agreements/documents		
	Security document 　　　All other document forms (Format/template of each document should be flexible and admin user can add or modify the document as per Sacco's requirement.)		
28.8	There should be a facility to configure templates in the system like Offer letter, SMS & email alert, Survey report, Various Vendor reports, Inspection reports etc. which can be configured at the masters level in the system.		
29	**APPRAISAL NOTE and LIMIT MANAGEMENT**		

29.1	System to have the capability to show a snap shot view on a click of the entire appraisal on a single click		
29.2	Should print the appraisal sheet for offline study of the appraisal		

29.3	Limit management
	  System should have push / pull abilities for customer limit positions to / from CBS.
	  Interchangeability from funded to non-funded & vice-versa.
	  Multiple levels of sub limits.		

29.4	Loan Amortization schedule		
30	**DISBURSEMENT**		
30.1	Should generate a disbursement request/ voucher/ forms based on facility type.		
30.2	Should generate pre disbursement compliance sheet/ certificate		
30.3	Disbursement release and Disbursement approval		
30.4	If any loan application is approved from a higher authority, then there should be a provision to take disbursement permission from the concerned authority in the system.		
30.5	Support for Partial Disbursement/ full disbursement/ disbursement in stages as per sanction terms and conditions.		
30.6	Principal and interest repayment on partially disbursed amounts		
30.7	Should enter disbursement details like beneficiary, mode of disbursement etc.		
30.8	Have maker checker process for disbursement approval.		
30.9	Facility to update disbursement details once the disbursement has been done, if needed.		
30.10	Facility to update details of asset created if any, like machine details, project details etc. and make it available to use afterward.		
30.11	Facility to do multi tranche disbursement for loans.		
31	**POST SANCTION FOLLOW UP**		
31.1	The System should have a separate dash board system where branch user or controlling offices can view or track the post sanction details, depending upon the configuration of parameters set up, as per the Sacco's policy. The functional requirement of the post sanction module will be as follows.		

31.2	This should enable the Sacco to manage the customer profiles to whom the loans have been disbursed. The customer records are to be obtained from CMS & Core Banking database. Integration with Core Banking to this extent, to be carried out. The monitoring system should have the following functions: 1. Customer Information: System should have ability to display the customer's fund and non-fund-based exposures details. 2. Co-Obligant and Guarantor: System should provide the view of the list of co-obligants and guarantors associated with the loan. 3. Subsidy: Subsidy page allows you to manage various financial grants by the government or other bodies 4. External Rating: Periodic updation of the External Rating of the customer to be provided. 5. Department Observations: Provision for entering observations of various departments and authorities on the loan to be made available. This will enable to view the observations posted by various departments/authorities in a single location and the same should be available during review/renewal of the facilities. 6. Security: Details of the securities (primary and		

	collateral) provided to the loans along with first/second charge to be made available and security coverage of the loans also to be made available. Pending for creation of charge with various statutory authorities like Lands office, Transport Authorities etc., also to be made available. Further, the details of the legal report, vetting report, valuation date, Fair Market Value, realizable value, Distress Sale value etc, should be captured. 9. Restructuring of the Loans: Provision should be available for restructuring of the existing accounts and sanctioning of the restructuring of the loans to be supported. 10. Insurance Details: The system should be able to capture details of the insurance available against charged securities (both Primary as well as Collateral). This helps the branches to renew the validity of the Insurance on time to safeguard the Sacco's interest when need arises. Insurance details such as insurance company name, policy number and date, renewal date, insured property address name of borrowable account, limits under which insurance is made, amount of insurance, period of insurance, hypothecation clause etc. Alerts are to be given before the date of expiry of insurance along with generation of letter to be sent to customer and also for renewal to the Insurance Company concerned.		
31.3	The system should have provision to submit the project completion reports, stage-wise disbursal of term loan etc., of a customer with respect to the loan. The workflow is enabled upon successful completion of the document. • Project Completion Certificate • Stage wise disbursement of term Loans • Post Sanction Inspection Report/ end use monitoring		
31.4	The controlling offices should be provided with options to monitor and follow–up actions for rectifications.		
31.5	Document Details: The system should be able to store the details on the legal documents that are executed. Details such as document name, date of document, vetted date, expiry date and the authority who vetted the document to be provided. Valuation details like name of valuer, date of valuation, Fair market value,		

	realizable value and distress value.		
31.6	System should have the facility wherein legal documents created for any loan application can be uploaded into CMS post approval of loan application. Thereafter, it can be sent to higher authority like Head Office for vetting. Post vetting, higher authority can send it back with confirmation for disbursement or ask for rectification of specified document, if any. System should allow this interactive communication between different hierarchies and upload of documents at any stage of processing.		
32	**NOTIFICATION MANAGEMENT**		
32.1	Facility to provide real time notification of case as per configuration of the Sacco		
32.2	Alert to be given by the system after the sanction for registration, cancellation or modification of charges at external agencies.		
32.3	Should automatically send notifications of rejections/ approvals to appropriate personnel/customers with predefined data and conditions.		
32.4	When an application is approved and forwarded to the next person on the workflow, it should send auto-notification via email/SMS to the receiving personnel/ other defined users to inform on applications awaiting actions/ progress.		
32.5	System should have the ability to send SMS alerts to the customer on Vital information related to Processing of Loan as well as offering of other facility.		
32.6	Should automatically notify or alert when the loan is disbursed.		
32.7	Should define templates for SMS, email, letters for notifications based on existing templates of the Sacco.		
33	**PRODUCT MANAGEMENT**		
33.1	Should define new portfolios, products, schemes based on the current/proposed offering of the Sacco.		
33.2	Should define pricing(fixed, floating) with different frequencies like yearly, monthly etc. along with ability to set up rules for risk based pricing.		
33.4	Calculation of interest sacrifice/ surplus, in case interest rate is changed due to certain reasons.		
33.5	Should define different calculation methods, repayments methods, repayment variations like step up, step down etc.		
33.6	Should restrict the availability of the product location wise.		

33.7	Should copy and configure new product internally without vendor support.		
33.8	System must have capability for pricing to be based on the tenor of the loan. The system should give capability for longer tenors to have higher pricing.		
33.9	In the event that a customer already has an existing loan, the system must have capability to settle the existing loan and generate a new loan application, with a consolidated balance of the new and old loan. This can be done manually.		
33.10	Capability for balance transfers In the event that a customer has an existing loan with another institution, the system must allow for input of this information at origination. This will allow for this information to be reviewed at verification.		
33.11	Full Ad-hoc Limit Management System where temporary limits can be processed in the system.		
33.12	There should be risk weightage and automatic loan interest setting as per CIBIL score of the entity.		
33.13	System should have capability for adding, modifying, suspending, revoking products as and when required without hampering processing of existing applications. Historical records of products along with user audit trail be available for future reference.		
34	**RULE BUILDER**		
34.1	Facility to define rules based on different parameters required for loan processing. Rules could be related to de- dupe, scoring, eligibility, deviations, sanctioning powers etc. or other rules like risk based pricing.		
34.2	System should have flexibility to add new rules based on calculations, criteria .There must be rules that decide on minimum requirements including and not limited to age, income/ balances / employer category / scores obtained etc.		
35	**CORE BANKING SYSTEM and THIRD PARTY INTEGRATION**		
35.1	Should support tie ups with vendors, Institutions, Organizations etc. Configure APIs/any other mode for connecting to third party portals hosted by the Sacco and any other govt. or non-govt. dept. or agency etc.		
35.2	The proposed software should be able to pick up Interest Rate, various master data, Reference Codes from Core Banking Software (Core Banking System) for regular processing of Loan applications		

35.3	Post account opening, proposed software should be able to create Security Records (SRM creation in Core Banking System).			
35.4	System should have the ability to view the match details and compare the matched parameters to be sure that the customer match is exact and then map them against same customer id.			
35.5	System should have provision to validate and use user input Cust Id (Existing Cust Id) to open the Loan account in Core Banking System. However for new customers, system should create a new cust id and open the account using the new cust id.			
35.6	System should be able to integrate seamlessly with Saccos Core Banking System (CBS).			
35.7	Interfacing with other external/internal systems, including but not limited to Core Banking solution, Risk Rating Models, Scoring Models and any other website/portal which would help in validation of data provided by customer.			
35.8	System should check the Fraud Depository and show that the account/ entity are shown as Red Flag Account (RFA)			
35.9	Auto checking of BRS from the portal for loans in which BRS registration is mandatory. Auto upload/bulk upload of the data on BRS portal for approved loan applications.			
35.10	Digital signature should be enabled for the corporate entity and auto updation of registration of charges on the site of MCA.			
35.11	User credentials to be linked to internal CBS/other systems as required by the Sacco.			
36	**REPORTS/ MIS & DASHBOARDS**			
36.1	Provide standard reports which are printable in PDF and exportable to Word or Excel or other data analysis formats.			
36.2	Allows report configuration by allowing customizing report parameters.			

36.3	System should generate reports like:- Application received Applications approved Application declined Sourcing Performance Turnaround Time (TAT) Reports SLA reports Applications pending Disbursement of Applications Pending documents Application		
	Pending verification Pre Finalized Company Rating Report Final Company Rating Report Interim Industry Rating Report Final Industry Rating Report Company Financials Report Score Mismatch Report Risk Rating Reference Report Industry Benchmark Report Company Comparison Report Case Status Report User Access Rights Report Audit Report Executive Summary Report User Login Logout Report Periodically reports in PDF/ MS Word/ MS excel/ HTML etc.		
36.4	Report should be available for follow up with prospect clients on Offer letter issued and not acknowledged with details like Relationship Manager name, Prospect client details, Product, Date of application, date of issuance of offer letter and days pending for acknowledgement.		
36.5	Report should be available from the system on the proposals approved but not accepted by the customer.		
36.6	The CMS system should support the generation of statistical and management reports like Number of proposals assigned, Number of proposals completed, Time taken to complete each proposal, Process History Report, User Performance Report, Average proposal Time Report, MIS reports as decided by the Sacco from time to time.		
36.7	The Software should support definition of new customized reports based on existing data and other calculated logic.		
36.8	MIS should be available through system like branch wise exposure, industry wise exposure etc.		

36.9	Report on pending documents after disbursement: System should provide report on daily basis automatically as well as through user invocation for all the documents pending from customer proposal wise. Specific Documents received /Pending should be a part of account opening process		
36.10	System should generate a report which gives the category wise application received, approved, pending during particular period.		
36.11	System should provide Vendor wise detail report for		
	ascertaining TAT and quality of work performed by the Vendor, BC and others.		
36.12	Exception reports/ Deviation Reports to be available to Authorized users only		
36.13	The solution should have ability to generate various MIS reports as per regulatory / statutory guidelines / requirements. Vendor to arrange for necessary customizations wherever required during the contract period free of cost.		
36.14	The system should have the capability of report generation on compliance/ non-compliance.		
36.15	The system should have the capability to generate report for Periodic monitoring (with manual intervention) of covenants.		
36.16	System should have Irregularity & Compliance Based reporting.		
36.17	System should have the ability to classify applications stored according to their status e.g. Approved, declined, cancelled, under review, closed (definable frequency for reports).		
36.18	Online MIS and inquiries should include but not be limited to productivity MIS per processor type, per loan type, limits type, Operational MIS, Demographic MIS, Credit scoring MIS, path traversed by an application – workflow activities done with date, time, main comments and processor details etc.		
36.19	Should define operational dashboard parameters, presentation style, levels, products, etc.		
36.20	Should have provision for graphical representation of account details including history transactions of customer/ Sacco statement analysis.		
36.21	Should generate any type of report as desired by the Sacco from time to time.		
36.22	Executive Dashboard on Document Turn Around Time (TAT) overdue, Application Tracking, Other Alerts (Contract overdue, Expired date, Surveyor, Appraiser.)		

36.23	Support for online access of reports/dashboards as per the requirement of the Sacco.		
36.24	System should have the ability to track the Staff with whom and for how long the customer's application is pending. Date and Time associated with TAT should be non-editable.		
36.25	System should have capability to display turnaround time for approval for each approved application. TAT for each process should be defined during set up of Process flow.		
36.26	System should have TAT monitoring in hours and minutes.		
36.27	Ability to time stamp for each activity from end-to-end for Turnaround Time (TAT) calculation.		
36.28	System should provide a robust MIS support by way of Dashboard with certain in built reports. These reports would inter alia cover extraction of data for various internal, external MIS and regulatory purposes including Transaction Monitoring activities. The dashboard has to be multi-level both at front end and back end viz: (1) Corporate Level/Group level information; and (2) Branch/ Regional Office/head office level information for the Sacco users/ Administrators. The reports can be generated for different domain like universal, Region specific and frequency for generating these reports should be as per Saccos requirement.		
36.29	System should have provision for a reporting Tool to develop various Reports, letters, MIS data etc. as may be required from time to time by the Sacco. The tool should be configurable by Users for developing adhoc reports also.		
36.30	System should have provision to route applications forward or backward (as per flow) depending on its conditions. In case the application is sent back to requestor, system should recalculate TAT.		
37	**AGRICULTURE SEGMENT (Specific Requirements)**		
37.1	Solution to have workflow & application suitable for all type of loan ranging from simple loan like Coffee loan, Tea Loan to complicated loans like Agri business Commercial loans etc.		

37.2	The system should define and support loan products/portfolios like *1.1* Farm Credit:- a. Seasonal agricultural (Short and long duration) loan to individual farmers/SHGs/JLGs b. Agricultural term loans (Allied Agri activities, Dairy, Poultry, Beekeeping, Tractors, Machinery, Land Development, Second Hand Tractors etc.) to individual farmers/SHGs/JLGs. c. Advances for Three/Four wheeler. d. Agriculture Produce Pledge Loan / Financing against warehouse receipt. e. Dealers of Agriculture Inputs. f. Farm Building and Structures. g. Interest/capital Subsidy Loan. h. Conversion of short duration term loan to loan duration term loan.		
	i. System should have the provision to capture the required information related to claiming of crop insurance against the agricultural loan. j. SHG / JLG/FPC financing and delivery of Interest subvention and subsidies *1.2* Agri-allied and ancillary Activities i. Food and Agro Processing and other product that Sacco may launch in future. ii. Agri-clinic and agri business to agri graduates. iii. Customer Service units for farmers. iv. Loans to MFIs. v. Loans to Co-operative Societies of farmers. vi. Dairy Loan vii. Poultry Loan and various other allied activities		
37.3	System should upload information through batch as well as online mode containing the application details.		
37.4	Land record retrieval in CMS as captured in valuation eg Mutation charge on land record with data and attachments.		
37.6	Loan processing and able to collect/ retrieve/ process individual member details and loan disbursal to individual members' Sacco account.		

37.8	System should be capable of capture, store and process Loan applications based on County wise/Sub-county wise/ Crop wise/ Irrigation facility wise/ and any other definable parameter wise Scale of Finance on yearly basis.		
38	**MSME SEGMENT (Specific Requirements)**		
38.1	Should define various kinds of loan schemes like trader, small business loan, loan to professional/self-employed, commercial vehicle, loan against stocks & book debts, all types of government sponsored schemes etc as per the currently available Sacco schemes and any scheme that is brought in future.		
38.2	Integration of Government sponsored scheme MSME accounts with relevant portal		
38.3	System should be capable of capturing, storing and processing Loan applications based on county wise/sub-county wise.		
38.4	System should have provision to capture vital data (including Financial Documents Type of Organization, Business registration number, Place of incorporation, Number of years in business Equity Structure, Ownership structure, Contact Information, Directors & Key Management, Business operations etc.) as required for Non Individual Customers, Risk rating and MIS		
38.5	System should able to update comprehensive stock statement, book debts, tangible and intangible securities for calculating initial working capital limit, drawing power, loan limits etc.		

38.7	Should allow the borrower to provide the data of more than one company/business registration.		
38.9	Should provide a detailed MCA report of Companies in order to equip the Sacco with the information to better assess the proposal of the borrower.		
38.11	Sales Team/ Branch should complete Data Entry in CMS and submit the file.		
39	**RETAIL SEGMENT (Specific Requirements)**		
39.1	System should be capable of capturing, storing and processing Loan applications based on county wise/sub county wise/ and any other definable parameter wise as on yearly basis.		
39.2	The system should define and support loan portfolios like Housing loans, Vehicle loans, Mortgage backed loans, Consumer loans, Personal loans, Education loans, Commercial Vehicle Loans, Small Business Loans classified under Retail Credit, Rent Receivable Loans, Microfinance, Hire purchase etc.		
39.3	Subsidy related fields for Home Loan & Education Loan		
39.8	Application workflow should support Insurance coverage. Right From calculation of premium, member form, tagging of loan accounts new/existing, Premium calculation to reporting of information through MIS.		

Online Retail/MSME Lending Module

Online Retail/MSME lending application enables to Sacco accept loan applications from anywhere/ anytime and is to be hosted in our Sacco's internet site. The customer can have direct access to the online module. The customer can fill the loan request as preliminary or in- principle sanction request.

In case of preliminary request, the customer has to fill the basic details and submit the loan request to the Sacco. Using this information, the customer is to be contacted by the Sacco officials and the other details of the loan request will be obtained from the customer.

In case of in-principle sanction request, the customer has to fill all the details for the loan and submit it to the Sacco. On submission, a unique reference number will be generated for the loan request. The reference number can be used by the customer to view the status of the loan request submitted to the Sacco.

The loan requests submitted by the customers are received by the branch user through Retail/MSME CMS online module. The requests received are classified as preliminary and in-principle sanction requests. The junk requests received in both the classifications can be deleted by the branch user.

Based on the information obtained for the preliminary request the customer will be contacted by the Sacco officials and the communication details can be logged in Retail/MSME CMS online module.

Based on the information obtained from the customer for the in-principle sanction request, basic eligibility checks for the application are performed and the branch user can decide if the loan request can be approved or rejected. If the application has been approved, then the loan request is forwarded to Retail/MSME CMS module as loan application. Details obtained through online module will automatically be pre-filled in Retail/MSME CMS module. Branch user can now perform basic assessment in Retail/MSME CMS module and contact the borrower for physical documents to be submitted.

After receiving all necessary documents, Sacco can proceed to perform Risk Assessment, Appraisal and other verifications and finally hand-over the account to transaction system for disbursement. This online Retail/MSME module should be integrated seamlessly with main Retail/MSME CMS module.

Functional Requirement for Online Retail/MSME Module

1. Ability to handle both preliminary as well as detailed application submitted by the customer.
2. Provision is to be made in the application for both new customer and existing customer to submit the loan request.
3. Status of the loan application can be tracked by the customer at later stage with the help following Identity
   - ID Number (for Retail customer) and Company Registration No (for MSME customer)
   - Reference Number generated at the time of submitting of application

4. Basics details of the customer/company and its key officials required to be captured in case of preliminary request and same may be pushed to Main Retail CMS/MSME CMS as a lead generation. Further Branch user will contact the customer to know more about them and process the loan request after getting all required supporting document.

5. For Retail loan, in case of in principal application request, system should have provision to capture the related information as per the type of loan request selected by the customer.
   - Applicant Details
   - Co- Applicant Details
   - Income Details
   - Assets & Liabilities Details
   - Proposed Asset Details
   There should be facility to upload documents at this stage.

   For MSME loan, in case of in principal application request, system should have provision to capture the related information as per the type of loan request selected by the customer.
   - Company Profile
   - Promoters & Directors Details
   - Branches & Sister Concerns
   - Financials
   - Credit Facility (existing)
   - Credit Facility (proposed)
   - Company brief and Securities Status Regarding Statutory Obligation
   There should be facility to upload documents at this stage.

6. Provision should be there in the system to upload the various documents and key financials indicator (CMA data) of the company in case of MSME loans.

7. Provision should be there in the system to take the printout of loan request details along with reference number after submitting the application.

8. System should have provision to resume the uncompleted application after providing the reference number.

9. Forgot Ref. No option should be there to get back the reference number after giving the correct mail id.

10. Online Retail/MSME module should be able to populate branch details to the customer as to enable him to select the nearest branch to his residential address.

11. Dash board display of all online requests should be displayed in the Branch user home screen.

12. All the request is to be classified as Preliminary and In-Principle sanction request based on the details keyed in by the customer.

13. The Sacco user can delete the unwanted or junk request by selecting the check box of request to be deleted for both type of request.

14. Provision is to be there in the system to capture the details of communication and comments made by the branch user for the preliminary type of loan request.

15. Eligibility check option is to be provided in case of detailed application request on the basis of information provided by the customer.

16. Branch users can approve or rejects the request as per the eligibility check completed for each request.

17. Provision is to be made in the system to push or upload the application/request to the Main Retail CMS/MSME CMS system and normal process is to be carried out further.
18. Online module should have integration with Credit Information Bureau from which customer Credit Information Report of customer can be pulled.
19. The online module should also have options such as OCR which can read and analyse the Bureau reports, IT Returns etc. and can provide a final In-principle sanction letter based on the eligibility criteria, risk scoring models etc.
20. All the request is to be stored in the system for further processing at later stage as well as for audit trail purpose.

Functional Requirement for Tab Agriculture Module

It will be used by our field functionary for capturing leads into CMS. Features of Tab Agriculture Module are as under –

1. Capturing of following details of the customer –
   - Applicant Details
   - Co- Applicant Details
   - Income Details
   - Land Holding Details
   - Assets & Liabilities Details
   - Proposed Asset Details

There should be facility to upload documents at this stage.

2. Upon entering the details into the system, an SMS/e-mail will be sent to the prospective customer.
3. The lead will be pushed into CMS for further processing.
4. The branch will contact the customer for relevant documents and further processing of the loan application.

2. Technical Requirement

Sacco will award the contract to the successful vendor and the vendor should deliver the service with the following scope:

1. The vendor should provide the End to End Solution (Hardware and Software) including supply, installation, development/configuration, data migration, implementation, management, maintenance, training, third party utilities (if any), testing, providing requisite interfaces, liasoning with Sacco's existing system Integrator, other vendors and provide technical support for a period of five years (including Warranty and AMC & ATS period) from the date of go live.
2. By means of diagrammatic / pictorial representations, the Vendor should provide complete details of the software and network architecture of the Sacco credit management system offered; including the project plan for go live. Vendor to also provide security setup proposed in the solution and various layer of risk identification and mitigation measures.
3. Bidder should provide one on-site L2 resource for facility management and

support services at Fortune Sacco Ltd   Head Office during business hours. In case of emergency or if necessity arises the bidder has to arrange FM engineer on holidays and beyond working hours as well.

4. On-Site maintenance of CMS solution and related products with customization, change management, addition of new reports as required and desired by the Sacco. Performance tuning of application and database, necessary and adequate patches for all application, database and system, upgrades, utilities, tools etc. after successful GO-LIVE of the CMS solution at the Sacco, inclusive of providing support for day to day functional and technical support to the Sacco's team at Sacco's desired location.

5. Onsite resource should have effective technical and communication skills to pro- actively monitor the down calls of solution and ensure that calls are closed in time and submit the monthly/quarterly down call reports to the Sacco for calculation of SLA. The required software (if any) for this purpose may be provided by the vendor either at onsite or accessed through web/remote free of cost to lodge and track the calls.

6. The software application should carry a warranty of one year from the date of sign off by the Sacco i.e. Go-Live date.

7. Vendor should provide the complete documentation including technical, operations, like license, user manuals, training manual, technical manual, standard operating procedure, solution architecture and design, system flow document, data dictionary and other necessary documents etc.

8. The Bidder is required to supply required Hardware and Software (OS/Application) with required licenses, install & deploy the solution at Sacco's DC & DR, integrate the proposed solution with CBS (Core Banking System –Orbit R) and subsequent upgraded version and other ancillary Banking applications as per Sacco's requirement. If Sacco decides to upgrade to future versions of Core Banking System, then redeployment of the Solution should be provided by the Bidder for all such upgrade during contract period, without any extra cost to the Sacco.

9. The bidder would be required to carry out the customization to the Solution deployed for the Sacco as per the regulatory guidelines, directives, additional requirements, etc. without any extra cost to the Sacco during the contract period.

10. The support service shall be provided on 24x7x365 basis for ensuring proper upkeep and maintenance of the solution.

11. DC & DR sites will be located at two different geographical locations. Bidder has to maintain online data replication between DC & DR.

12. The Solution should be implemented in higher security standards like Virtualization, Segregation of Servers, and compartmentalization. Secured Coding Practices, OWASP etc. to ensure 100% security of the Solution.

13. Any version changes/upgradation of the software application should be implemented by the Vendor for the Sacco free of cost during contract period.

14. Validation of models, processes and maintenance of application software, system software, database, any other interfaces required by the Sacco (existing or proposed) etc.

15. Vendor shall train designated Sacco' officials on the configuration, operation/ functionalities, maintenance, support & administration for software, Database/ OS/ Middleware, application architecture and components, installation, troubleshooting processes of the proposed solution.

16. Bidder shall provide post Implementation support

17. The system should support online/ real-time comprehensive and customizable mobile/web based management dashboard.

18. The solution/ software developed or customized should follow a standard development process to ensure that it meets functional, security, performance, scalability & regulatory requirements of the Sacco.

S. No.	Requirements	Available (Y/N)
1	The selected vendor should host the solution at Sacco's premise/ advised premise in High Availability mode, Sacco's internet site along with DR and a minimum uptime time of 99.80 %.	
2	The architecture should have the ability to increase the number of concurrent instances to keep the application and database server parameters below 70% utilization (CPU and Memory)	
3	The product should support SSO (Single Sign On) for all modules of Sacco credit management system (CMS) with Core Banking System. The product should be able to interface with the core Banking system Core Banking System and able to pull/push data from/to Core Banking System	
4	Solution is platform agnostic – not dependent on a particular hardware setup.	
5	Solution is capable and being offered in such a manner that includes installation either as a single instance or multi instance depending on Sacco's requirements.	
6	The proposed solution should be capable of handling multi-currency, multi-product CMS administration and services. Product can be implemented on a Centralized/ localized and/ or a Hub and spoke model implementation. The solution needs to have an inbuilt feature of assigning/ reassigning tasks even across various branches/zones.	
7	Workflow based design for various applications and transaction originations & management.	

8	Supports real time replication of data from production site to DR site and permit manual and automatic shift of the application to the DR site.	
9	Application supports database and OS level clustering.	
10	Application should be light weight that is easily accessible even in branches with low bandwidth availability.	
11	The selected vendor has to deploy the application in the Production, DR and Training and Development/UAT environments.	
12	Product can be customized for different jurisdictions as per the local Regulations as well as client needs.	
13	The product should offer maximum flexibility in User administration for all the modules while making available all the required user control tools at the hands of the Sacco users. The solution should support super administration for the Sacco as a whole as well as local administrators and user controls at Head/ Regional/ branch level.	
14	The vendor should provide necessary changes in the CMS to meet the regulatory/statutory guidelines/requirement free of cost to the Sacco during the contract period.	
15	The vendor shall do proactive monitoring and do capacity planning well in advance at regular intervals and advise the Sacco on software/hardware upgrades.	
16	Adequate staging procedures for supporting staging and availability of system 24*7*365.	
17	Test environments should be 50% to production environment in terms of data, whereas application wise test environment should be replica of production environment.	
18	Integrity of data to be maintained at 100% of time.	
19	Encryption to be used for data traveling between CMS and other interfacing applications.	
20	CMS should comply with the IT Security Policy, Cyber Security Policy and IT Policy of the Sacco.	

21	The Service Provider shall create adequate controls ensuring that, when exception or abnormal conditions occur, resulting errors do not allow users to bypass security checks or obtain core dumps.	
22	Client account, transaction data or any sensitive information is encrypted when in transit.	
23	System provides comprehensive audit trail and audit logs features to monitor activity of all programs/functions/processes and data files etc. and as per Sacco's Policy and/or requirements. Audit logs should contain logs for all users including admin users.	
24	Segregation of duties is permitted (e.g. segregated function between system and application administration). Should allow multi-level admins i.e. system, functional etc. with modular approach in every kind.	
25	Ability to define groups so that access can be categorized.	
26	All modules in the system are fully integrated and provide online processing for Mobile/Web channels, real time updates and batch processing for offline processing like KCC in camp mode.	
27	Provide support to standard messaging protocols for interfacing.	
28	The system should have the ability to rollback a transaction to a particular stage and restart, if required.	
29	Interface able to handle exceptions (e.g. will output to log files, retries) when unsuccessful. Able to handle continual processing or gracefully terminated.	
30	The application should support various web servers and web server should scale to future Sacco requirements.	
31	Provide support for store-and-forward mechanism in case of a communication breakdown.	
32	Transaction screens should display system information including Processing Date, Current Time, Current User and other necessary information.	
33	Daily activity reports are provided to highlight all the transactions being processed during the day.	

34	Recording of Unsuccessful attempts to log-in to the system.	
35	System to provide session log files. The user should be able to analyze the information (e.g., account id, session time etc.).	
36	System should provide tracking of the client's IP & Network Interface address.	
37	Support for integration with standard report writers to generate user defined reports.	
38	The application software should be Platform independent OS, third party tools etc.	
39	The Vendor should provide perpetual Corporate License of the software(s) to the Sacco having no limitation based on No of the Users, No. of the Branches, Nature, Location and Type of Branches etc.	
40	System should have the capability to interface with Credit Bureau and other External systems, Credit Scoring System, Document Management System, Risk Management System, SMS and Email System, Other systems of the Sacco to capture Customer details, existing Liabilities, Defaulters, Mortgaged property, Negative Database etc. The vendor has required APIs for the desired interfacing.	
41	Facility to interface with any Negative database of Customers, Property, Vendor, Sourcing Agency (external database if available) etc.	
42	Proposed Software is to be integrated with Core Banking Solution i.e. Core Banking System Orbit R (running in Oracle DB) for fetching Customer and other Data required for processing, Online account Opening and other referral work.	
	.	
43	The CMS system architecture must be scalable and shall support increasing number of users and concurrent processing	

44	System should be able to access and use Customer and other information from Core Banking System during Loan processing. Accounts are to be opened in Core Banking System.	
45	System software and required hardware for supporting the required present/future volume to be mentioned as part of the technical requirement. It can be given with the current concurrency of 1900 and annual increase of up to 15-20% for next 5 years. Volume of loan applications processed per day can be taken as 200 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.	
46	The Application software should have capability of being integrated with other Customer Sourcing channels like Internet, Mobile (Android + iOS), Tablets and other devices. Further the application should be accessible through other devices like Mobile, internet etc. for Loan processing / Approval by Sacco's Officials on the move	
47	System should provide separate Admin Modules for System and User Admin functionalities.	
48	Documents to be stored page wise and be retrieved page wise so that bandwidth usage is Minimized	
49	System should be capable of validating data at entry as well as during "Save" level.	
50	Facility to upload and attach scanned images of documents with the application in compressed and encrypted form. The different users in the workflow can view the images.	
51	All integration should be in STP mode with/without minimum intervention from user and leveraging existing platform	
52	Application should work satisfactorily with low Bandwidth	
53	Application should be compatible with any Web Browser like Edge/ Mozilla Fire Fox/ Google Chrome etc.	

54	System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the vendor to the Sacco. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests etc. Sacco staff/ third Party Vendor designated by the Sacco will carry out the functional testing. This staff/ third party vendor will need necessary training for the purpose and should be provided by the Vendor. Vendor should carry out other testing like resiliency/ benchmarking/ load etc. Vendor should submit result log for all testing to the Sacco.	
55	Computer Security audit/Information Security Audit of CMS and its associated software applications may be conducted by the Sacco or any auditor appointed by the Sacco. The vendor shall conduct or help the Sacco in conducting source code audit/review of the provided solution without any added cost to Sacco. The successful bidder has to remedy all discrepancies observed in the audit findings at no additional cost to the Sacco.	
56	Change Request for configuring/creating additional parameters, amending/creating workflows, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the Sacco free of cost in the contract period.	
57	The system should have the tool/facility to create/customize/configure/modify any report, document, page, form, workflow, loan parameter, loan scheme, loan product, loan amount computation methodology etc. by the technical team of the Sacco itself without depending on the selected bidder.	
58	**DOCUMENTATION** The following minimum documentation (original copy and copy) on any proposed software	

	components must be made available in English:
	1. General functional description
	2. Set up and installation guide
	3. User guide including: -
	   a. Screen layouts
	   b. Report layouts
	   c. Transaction processing rules
	   d. Operation authorization descriptions
	   e. Error correction procedure descriptions
	4. Error tracking and defect resolution documentation process
	5. System administrator guide including: -
	   a. Data base administration guide
	   b. Data backup guide
	   c. System security and access guide
	   d. System audit trail guide
	   e. Glossary of terms
	   f. Necessary training for version upgrades / system maintenance
	   g. Changes in usage of the system in case of major upgrades
	   h. Detailed SRS (System Requirement Specifications) Document
	6. High Level Architecture Document.
	7. Techno – Functional Risks and Mitigation Document
	8. Functionality Traceability matrix
	9. High Level Design Document
	10. Test Plans
	11. Comprehensive Test Cases Document (Unit, Integration and UAT Test Cases tested)
	12. Deployment Plan Document
	13. Content Management Guide
	14. Change Management Methodology Document
	15. Security Guide
	16. User Management Guide
	17. Release Notes
	18. BCP Guide

59	Separate mobile application for sourcing leads (lead management) from Direct Sales Representative (DSR),Business development reps), staff, etc.
60	Development of a separate portal from which customers should be able to manage their loan applications/proposals viz. apply for loans, upload documents, check application status, etc.
61	Bidder will be required to provide root cause analysis

	for all performance and availability problems that occur. Formal root cause analysis to be delivered within 5 days of problem occurrence, including- a. Explanation of the root cause b. Actions taken to resolve the problem c. Action plan to prevent recurrence, with project plan/tasks required and timing for each major milestone of the correction effort, and identification of Sacco's responsibilities in the correction process.	
62	Undertake and assist the Sacco official the following server administrator activities (indicative): a. Solution software Re-installation in the event of system crash/failures b. Configuring file systems, volumes and apportioning disk space. c. Ensure proper configuration of server parameters. d. Periodic system performance tuning. e. Addition, deletion, re-configuration of devices, additional users etc. f. Implementing security patches on servers at all levels. g. Security management - Configuring account policy, access rights, password control as per Sacco's security policy. h. Ensure all critical services are running properly on the servers. Schedule and optimize these services. i. Maintain lists of all system files, root directories and volumes. j. Performance tuning of servers and other equipments k. Monitoring access logs and application logs l. Purging of temporary Files, logs in accordance with Sacco's policies m. Data backup and restoration. n. Applying service packs, hot fixes and security rollouts. o. Troubleshooting Problems etc. p. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Sacco	
63	Undertake with and assist the Sacco official the following server administrator activities (indicative): a. Configure Backup for automatic backup of Application and Data. b. Recovery of Data in case of necessity etc.	

	c. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Sacco	
64	Monitoring and confirming the DR replication and performing DR Drill: a. Ensuring that the application maintains the RPO and RTO as per Sacco's requirements. b. Performing switchover and switchback operations for DR drills as per the Sacco's requirements. c. Coordinating with Sacco for creating infrastructure for Disaster Recovery and Business Continuity Management as per Sacco policies.	
65	All professional services of the vendor required for complete installation, commissioning and maintenance of the solution shall be included in the scope of work.	
66	Solution must integrate with the Sacco's existing network and security solutions.	
67	The Vendor will be responsible for notification of new versions / releases of the CMS software and supervise their implementation in mutually agreed deadlines.	
68	The CMS software service must be conducted in a manner not compromising the security and integrity of Sacco's data and not compromising the quality of operation of branches and administrative offices, particularly the services rendered to customers.	

The major responsibilities as specified above are indicative only and are not exhaustive in any manner.

3. <u>Training</u>

End User Training

Bidders have to provide training plan in detail covering the following

1. The selected bidder should provide training to personnel identified by Sacco on end user aspects of CMS solution.
2. The training has to be provided to 180 (± 25%) officers. Sacco may ask to provide the training to the above mentioned officers at various locations across the branch network.
3. Training should include training aids such as online tutorials, manuals, etc

4. The selected bidder should provide detailed training plan for this purpose as part of the deliverables
5. The selected bidder will also provide training material for an on-line training course which can be undertaken by employees as an e-learning program.

Technical and Operations Training

Bidders have to provide training plan in detail covering the following
1. The Supplier should provide training to personnel identified by the Sacco from Technical, operational and administrative aspects of CMS solution
3. The training has to be led by the instructors from the OEM.
4. The Supplier should provide the following trainings:
   - Solution Administration Training
   - Parameter Reconfiguration Training
   - New Product Configuration Training, etc.
5. The training program has to be provided to 20 (± 25%) officers. Training schedule shall be for minimum of 3 days.
6. Training should include training aids such as online tutorials, manuals, etc.
7. The Supplier should provide detailed training plan for this purpose as part of the deliverables
8. The Supplier will also provide training material for an on-line training course which can be undertaken by employees as an e-learning program.
9. Training in usage and development of the customized controls/ rule engines to be given separately to all officers as part of the training.

Note: - Further, the overview of the application provided during the UAT phase will not form part of the training.

4. <u>Facility Management Services</u>

The FM support should be deployed at off site, for supporting the solution primarily for 12 hours (viz. 9 am to 9 pm) or as decided by the Sacco however in case of exigency the Bidder shall provide and maintain requisite skilled resources for extended hours as required.

The brief scope for the FM resources is as under:

a. Responsible for maintaining the System and Application uptime of the Sacco credit management system as specified by the Sacco.

b. Should have knowledge of Database and related Operations required for maintaining the uptime of the solution.

c. Co-ordinate with Sacco's IT Team or teams identified by the Sacco, Field staff and for resolving the infrastructure related issues of Sacco credit management system.

d. Performing the Backup/restoration/patch/updates/upgrades of related activities pertaining to the OS/APP/DB/WEB/Middleware/ Servers and related peripherals of Sacco credit management system & related servers.

e. FM personnel will be responsible for Log shipment, Backup, DC DR cutover drill, Restore-implementation of disaster recovery plan, if requires as advised by the Sacco.

f. User Management /Maintenance of Sacco credit management system.

g. Maintenance of Key Management in Sacco credit management system.

h. Follow the Incident reporting system of the Sacco and updating the same.

i. Log ticket with helpdesk for support related issues through any of the following mode: Telephonic, Email, Ticketing Tool.

j. Maintain log of all down calls for MIS purpose and provide required MIS/reports etc. to Sacco as per Sacco's requirement.

k. Provide daily, weekly, monthly, quarterly reports to Sacco in formats finalized during operations.

l. Prepare necessary documentation for Sacco credit management system.

m. Work as per Standard Operating Processes defined by the Sacco.

n. The resource should be well acquainted with processes followed by bidder for various activities related to services offered to Sacco.

o. Escalate issues internally or to Sacco's team for quick resolution of issues.

p. Extend necessary support for special activities like Quarterly Disaster Recovery Drills, Information Security Audits or any other activities pertaining to RFP scope of work.

q. Follow and implement change management process as per Saccos guidelines/policies.

r. Bidder has to act as single point contact and to carry out necessary coordination (call lodge, follow-ups etc.) with all stake holders for smooth functioning of the solution deployed within stipulated time frame.

s. Regular Patch Management of APP/OS/DB/ Middleware.

5. **Warranty and AMC/ATS**

For Software and Licenses

i. The selected bidder should provide comprehensive warranty for proposed

solution for a period of one year from the date of Go-Live, including other software, associated modules and services required to meet the requirements in the RFP. Support for the remaining time period of four years will be covered under ATS.

ii. The bidder would be responsible for updates, patches, bug fixes, version upgrades.

iii. The bidder has to provide AMC/ATS services for hardware and software provided as part of the solution.

iv. During ATS, the selected bidder will be responsible for the following:

- Overall maintenance and working of the CMS solution
- The selected bidder should fix the bugs and carry out the necessary rectifications wherever necessary and deliver patches/ version changes effected. Provision should be available for version control and restoring the old versions in case of need by the Sacco.
- Bug fixing, enhancement, modifications, customization, patches, upgrades due to statutory, regulatory, industry, Sacco specific changes (including installation of new upgrades.)
- Configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, database tuning, replacement / support, technical support for application and data maintenance, recovery, query generation and management etc. of all software supplied under this RFP.
- Undertake immediate bug fix actions in the event of software failure causing an interruption of operation of the CMS as per the response / resolution times defined by Sacco.
- Notify all the detected software errors and correct them as per the agreed timelines.
- Support the Sacco in integrating any new applications to the CMS.
- Routing the transactions through the backup system in case the primary system fails Switching to the DR site in case of system failure.
- No visiting cost will be provided by Sacco
- If selected bidder fails to resolve or does not attend the issue in mentioned time frame, penalty will be charged proportionately

6. Inspections And Tests

The Sacco or its representative(s) shall have the right to visit and /or inspect any of the Bidder's premises to ensure that data provided by the Sacco is not misused. The Sacco shall notify the bidder in writing, in a timely manner, of the identity of any representatives retained for these purposes.

Any charges payable to the bidder's representative designated for inspection shall be borne by the Sacco.

Should any inspected or tested Goods/software fail to conform to the Specifications, the Sacco may reject the Goods/software, and the bidder shall make alterations necessary to meet specification requirements at no additional cost to the Sacco.

The Sacco's right to inspect, test and, where necessary, reject the software after the software delivery shall in no way be limited or waived by reason of the software having previously been inspected, tested and passed by the Sacco.

7. Change Orders

The Sacco may at any time, by a written order given to the bidder make changes within the general scope of the Contract in any one or more of the following :

  a. the place of implementation; and / or
  b. the Services to be provided by the bidder;

8. Delays In The Supplier's Performance

Delivery of the Goods and performance of Services shall be made by the bidder in accordance with the time schedule prescribed by the Sacco in the RFP.

If at any time during performance of the Contract, the bidder or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the bidder shall promptly notify the Sacco in writing of the fact of the delay, its likely duration and its cause(s). As soon aspracticable after receipt of the Sacco's notice, the Sacco shall evaluate the situation and may at its discretion extend the bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

9. Sub Contracting

The supplier will not subcontract or delegate or permit anyone other than the suppliers' personnel to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Sacco.

10. Warranty/Post-Warranty Services

The selected bidder must support and maintain the solution implemented (including CMS and supporting software and hardware) under the contract for

the CMS Solution under the warranty support till one year from go-live and AMC/ATS for four years post warranty.

The selected bidder must submit a detailed plan including the manpower to be deployed during the post-implementation support of the solution. Manpower can be changed only with personnel with similar experienced substitute, after giving an advance notice of two weeks and taking approval from the Sacco.

The selected bidder should provide Resume/Curriculum Vitae and Background Verification of the personnel/ engineer assigned at Fortune Sacco Ltd to be part of the Implementation/Onsite support for CMS solution. Also, the personnel/engineer will be interviewed by Fortune Sacco Ltd. Fortune Sacco Ltd reserves the right to disqualify any personnel/ engineer if the personnel do not match Fortune Sacco Ltd 's requirements

11.   Hardware

Bidder is required to provide the Sacco with the specifications of he hardware requirements before commencement of the project. The sacco will procure the hardware. The supplier will configure and install hardware for DC, DR and training and development/UAT environments as per the requirement of the Sacco for the contract period.

Hardware sizing can be taken with reference of current concurrency of 1900 and annual increase of up to 15-20% for next 5 years.

Volume of loan applications processed per day can be taken as 2500 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.

12.   Backup and Archiving

The backup and archiving shall be done by the vendor during the contract period. The bidder should provide a suitable backup solution to the Sacco. The selected vendor will however be responsible to liaison with Sacco and to provide all integration required for backup into external storage, hard disk etc. The selected vendor should provide support to Sacco after completion of project for at least 3 years for retrieval/access of the stored data without any cost to Sacco.

13. Disaster Recovery and Business Continuity Plan

The proposed solution should have Disaster Recovery & Business Continuity plan Implementation. The selected vendor should highlight the provisions for disaster recovery and show that the application facilitates disaster recovery.

14. Preventive Maintenance

The bidder should provide onsite preventive maintenance on quarterly basis. Providing of all deliverables including warranty services etc. shall be the sole responsibility of the bidder. Sacco will not be responsible for any delays/violation from third party vendors.

15. Mean Time Between Failures (MTBF)

If during the warranty period, any specific server / part of Hardware fails on four or more occasions in a quarter, it shall be replaced by equivalent / superior new server / part by the vendor at no additional cost to the Sacco.

16. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers / bids, Fortune Sacco Ltd may, at its sole discretion, ask some or all bidders for clarification of their offer / bid. The request for such clarifications the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of Fortune Sacco Ltd in this regard shall be final, conclusive and binding on the bidder.

Part-V

1. Consortium

The selected bidder may have a tie-up with any solution provider for providing the mentioned services. However, the selected bidder should have a relationship with the solution provider as an authorized reseller, distributor, and should have a back-to-back agreement to ensure that the total solution proposed is as a turnkey solution.

The selected bidder may form a consortium and bid for the RFP document, as it is the Saccos' expectation to implement and maintain the most appropriate solution and maintain policies and procedures to serve the Sacco. However, in this case the Sacco will deal with only the selected bidder as a single point of contact who shall have the sole responsibility for the entire assignment irrespective of the fact that it is only the part of the consortium. Each consortium shall name the DSB Service provider who shall have the single point responsibility for the consortium in their bid responses. The selected bidder shall have the single-point responsibility of the bid will be deemed to be the system integrator and will be deemed to play the lead role in the bid and shall have single point responsibility of the bid.

The selected bidder shall mention in technical bid the details of contractor or sub-contractor in connection with the services required to be provided by the bidder. Under all circumstances, the selected bidder shall be responsible for misconduct / deficiencies in services rendered to Sacco through the bidder selected or its sub- contractors. Sacco reserves the right to reject work, which is not in conformity with its standards.

2. Order Details

The purchase order will be placed by Sacco Head Office, in the name of selected bidder as per requirement.

3. Schedule Of Implementation

The total time for full (including pilot) Sacco credit management system (CMS) project implementation (Supply, Customization and Deployment, go live) will be 16 weeks from the effective date of the Contract Agreement (between Sacco and selected L1 bidder). Vendor is required to adhere to full project implementation schedule of 16 weeks. The vendor should submit a detail project plan and escalation matrix for implementation with one week of Purchase Order.

4. Adoption Of Integrity Pact

Fortune Sacco Ltd has adopted practice of Integrity Pact (IP) as per CVC guidelines. The Integrity Pact essentially envisages an agreement between the prospective vendors / bidders / sellers, who commit themselves to Integrity Pact (IP) with the Sacco, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for the purchase of Goods, Services, and Consultancy etc. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. The essential ingredients of the Pact include:

i. Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
ii. Principal to treat all bidders with equity and reason
iii. Promise on the part of bidders not to offer any benefit to the employees of the Principal not available legally
iv. Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
v. Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/IPC Act.
vi. Foreign bidders to disclose the name and address of agents and representatives in Kenya and Kenyan Bidders to disclose their foreign principals or associates.
vi. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached as Annexure – XVI for strict compliance.

All pages of Integrity Pact (IP) must be signed and stamped. Integrity Pact (IP) should be deposited with Procurement or concerned Department undertaken procurement at the address mentioned along with RFP document.

5. Preliminary Scrutiny

Fortune Sacco Ltd will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether all the necessary information supported by documentary evidences are submitted as per

prescribed method. Offers not

meeting the prescribed guidelines and or with incorrect information or not supported by documentary evidence, wherever called for, would summarily be rejected. However, Fortune Sacco Ltd , at its sole discretion, may waive any minor non- conformity or any minor irregularity in an offer. Fortune Sacco Ltd reserves the right for such waivers and this shall be binding on all vendors.

6. <u>Single Point Of Contact</u>

The selected bidder shall appoint a single point of contact, with whom Sacco will deal, for any activity pertaining to the requirements of this RFP. The selected Bidder shall provide support services which include installation of servers by providing onsite support on next business day, response and resolution during contract period after the acceptance of the hardware and software. In case of any failure of Hardware or any other components of the solution during the warranty period then the Bidder shall replace such components immediately.

7. <u>Delivery And Installation</u>

Implementation Plan

The total time for full (including pilot) Sacco credit management system (LOS) project implementation (Supply, Customization and Deployment, go live) will be 16 weeks from the effective date of the Contract Agreement (between Sacco and selected L1 bidder). Vendor is required to adhere to full project implementation schedule of 16 weeks. The vendor should submit a detail project plan and escalation matrix for implementation with one week of Purchase Order.

8.   <u>Taxes</u>

Bidder shall be solely liable for the payment of all taxes, duties, fines, penalties, etc., by whatever name called as may become due and payable under the local, state and/or central laws, rules and/or regulations as may be prevalent and as amended from time to time in relation to the services rendered pursuant to this agreement. The Sacco may in its discretion, but without being bound to do so, make payment of Taxes, duties as aforesaid and in the event of such payment, Sacco shall be entitled to deduct the payment so made from the payment due to Bidder in respect of Bills.

Nothing contained herein shall prevent the Sacco from deducting taxes deductible at source as required by any law/s or regulation/s.

9. **Confidentiality And Secrecy**

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Sacco. Sacco may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Sacco or any of its customers, suppliers, or agents without the prior written consent of Sacco.

a. The bidder/selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by SACCO;
- To only make copies as specifically authorized by the prior written consent of Sacco and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause, and

- To treat all Information as Confidential Information.

- The selected service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business/customer information, trade secrets and process of the Fortune Sacco Ltd   relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the Fortune Sacco Ltd   and shall be considered to be confidential and proprietary information ("Confidential Information"), solely of the Fortune Sacco Ltd   and shall not be used/disclosed to anybody in any manner except with the written consent of The Fortune Sacco Ltd .
- The selected service provider shall ensure that the same is not used or permitted to be used in any manner incompatible or inconsistent with that authorized by the Fortune Sacco Ltd . The Confidential Information will be safeguarded and the selected service provider will take all necessary

action to protect it against misuse, loss, destruction, alterations or deletions thereof.

- **Conflict of interest:** The Vendor shall disclose to SACCO in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

10. Award Of Contract

The contract shall be awarded to and the order shall be placed with selected L1 Bidder based on the price quoted by the bidder in Annexure-XXI(ii). The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. Conditional or qualified acceptance shall be rejected. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder. Sacco reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.

11. Price Validity

The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Sacco may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – XXI(ii) during the price validity period of 12 months.

12. Terms of Payment

The bidder must accept the payment terms proposed by the Sacco. The commercial bid submitted by the bidders must be in conformity with the payment terms proposed by the Sacco.

13. Paying Authority

The payment will be made by Fortune Sacco Ltd. All the payments shall be subject to the performance / delivery of the Services to the satisfaction of the Sacco for this purpose.

14. Cancellation Of Order & Realization Of Compensation

The Sacco reserves the right to cancel the order placed on the selected bidder and realize compensation on the following circumstances:

(i) The bidder commits a breach of any of the terms and conditions of the offer or any of the terms and conditions of the Purchase Order / SLA.

(ii) Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process

(iii) The bidder goes into liquidation voluntarily or otherwise.

(iv) An attachment is levied or continues to be levied for a period of 7 days upon the effects of the order.

(v) The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory.

(vi) If deductions on account of liquidated damages exceed more than 10% of the total order price.

(vii) In case the bidder fails to deliver the quantity as stipulated in the delivery schedule, the Sacco reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder.

(viii) If the bidder does not perform satisfactorily or delays execution of order, Fortune Sacco Ltd reserves the right to get the balance order executed by another party of its choice by giving 10 days' notice for the same. In this event the bidder is bound to make good the additional expenditure, which Fortune Sacco Ltd may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.

(ix) Fortune Sacco Ltd reserves the right to recover any dues payable by the bidder from any amount outstanding to the credit of the bidder, including the bills and

/or invoking the Sacco Guarantee under this purchase order.

(x) Non-compliance of the scope of the job.

(xi) Repetitive failure of the deployed personnel to perform the job to the satisfaction of the Sacco.

(xii) On the events of data piracy / privacy / system failures / security failures.

15. Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be hand-delivered with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

Any notice or other communications shall be deemed to have been validly given on date of delivery if hand-delivered & if sent by registered post than on the expiration of seven days from the date of posting.

The purchase order is being sent in duplicate. Please acknowledge the same and return one copy to us duly signed by you in token of having accepted the

purchase order.

16.   <u>**Penalty**</u>

The selected bidder shall perform its obligations under the respective work order and the agreement entered into with the Sacco, in a professional manner.

If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Sacco reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

If the solution, or any of its components behaves erroneously which results in monetary or business loss to the Sacco, then the entire amount of such loss shall be recovered from the bidder on actual basis.

a. **Delayed Installation**

- The bidder is required to deliver, install and commission the software required for the Sacco credit management system as per the schedule mentioned.
- The Hardware is required to be configured by the bidder in a time bound manner.
- Penalty for non-adherence to the schedule for installation and commissioning will attract a penalty of 1.00% of the Total Contract value per week after the period of 6 weeks up to maximum cap of 10% of TCO. (If the delay period is more than 3 days, it will be treated as one full week).

b. **Downtime**

- Bidder should provide facility of single point of contact for any downtime error resolution and the bidder should submit downtime report quarterly to Sacco.

c. **Guarantees On Response To Errors**

The Sacco will classify all issues in production region in three categories:

- Severity 1: Fault/bugs which prevent the software from being used at all or affect the critical operations of the licensee which is exclusively dependent on functioning of this application/software.
- Severity 2: Faults refer to faults/bugs which severely affect the functionality of the implemented software or affect the critical operations of the Licensee which is exclusively dependent on functioning of this

application/software.

- Severity 3: These are bugs those for which workaround solutions exist and/or relate to the non-critical functionality of the implemented software

The successful bidder undertakes and guarantees that all the errors will be resolved in the production environment; and any failure will be subject to the penalty clause stipulated below. The classification of error types by the Sacco is final and is binding on the successful bidder.

Issue Classification	Warranty /ATS Period	
	Response Time	Resolution Time
Severity 1	0.5 hours	4 hours
Severity 2	1 hour	6 hours
Severity 3	2 hours	12 hours

17.   Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Sacco as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics,
- Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,
- Terrorist attacks, public unrest in work area,

The bidder/sub-contractor shall not be liable for forfeiture of its performance security, liquidated damages or termination of contract for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure.

 If a Force Majeure situation arises, the bidder/sub-contractor shall promptly notify Fortune Sacco Ltd   in writing of such conditions and the cause thereof within 15 (fifteen) calendar days.

Unless otherwise directed by Fortune Sacco Ltd   in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay.

  If the duration of delay continues beyond a period of one month, Fortune Sacco Ltd   and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding the above, decision of Fortune Sacco Ltd   shall be final and

binding upon the bidder.

18. Completeness Of The Project

The project will be deemed as incomplete if the desired objectives of the project as mentioned in Section "Scope of Work" of this document are not achieved.

19. Acceptance Testing

The Sacco will carry out the acceptance tests as per Scope of work Part – IV supplied & implemented by the selected bidder as a part of the Project. The Vendor shall assist the Sacco in all acceptance tests to be carried out by the Sacco. The provisioned items will be deemed accepted only on successful acceptance of those products and the vendor would need to provision insurance of those items till successful acceptance. The Sacco at its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Sacco. The Vendor should ensure that the tests will involve trouble- free operation of the complete system apart from physical verification and testing and that there shall not be any additional charges payable by the Sacco for carrying out this acceptance test.

20. Indemnity

The selected Bidder agrees to indemnify and keep indemnified the Sacco against all losses, damages, costs, charges and expenses incurred or suffered by the Sacco due to or on account of any claim for infringement of intellectual property rights.

The selected Bidder agrees to indemnify and keep indemnified the Sacco against all losses, damages, costs, charges and expenses incurred or suffered by the Sacco due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed.

The selected Bidder agrees to indemnify and keep indemnified Sacco at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Sacco, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.

All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the Vendor shall continue to be liable under the indemnities.

Selected Bidder is required to furnish a separate Letter of Indemnity (Format

whereof to be supplied by the Sacco) in Sacco's favour in this respect before or at the time of execution of the Service Level Agreement.

21. <u>**Publicity**</u>

Any publicity by the selected bidder in which the name of the Sacco is to be used should be done only with the explicit written permission of the Sacco. The Bidder shall not make or allow making a public announcement or media release about any aspect of the Contract unless The Sacco first gives the Bidder its prior written consent.

22. <u>**Privacy And Security Safeguards**</u>

The selected bidder shall not publish or disclose in any manner, without the Sacco's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Sacco location. The Selected bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Sacco Data and sensitive application software. The Selected bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Sacco's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Sacco location.

23. <u>**Technological Advancements**</u>

The Selected bidder shall take reasonable and suitable action, taking into account economic circumstances, at mutually agreed increase / decrease in charges, and the Service Levels, to provide the Services to the Sacco at a technological level that will enable the Sacco to take advantage of technological advancement in the industry from time to time.

comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution / continued execution of the scope of the Contract.

In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by Fortune Sacco Ltd , the bidder herein shall be obliged to provide all such assistance to the next successor bidder or any other person as may be required and as Fortune Sacco Ltd may specify including training, where the successor(s) is a representative/personnel of Fortune Sacco Ltd to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.
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24. Technical Inspection And Performance Evaluation

Fortune Sacco Ltd reserves its right to carry out a technical inspection and performance evaluation (bench-marking) including reference check / site visit/ Proof of Concept (POC) of the offered item(s). Sacco may instruct eligible bidders to make technical presentation at Sacco's Head Office, Kerugoya for the proposed solution /service. Bidders will have to make such presentation/ arrange for site visit/ POC at their own cost.

25. Verification

Fortune Sacco Ltd reserves the right to verify any or all statements made by the vendor in the Bid document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation / Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate Sacco and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and Sacco will give notice of any such claim or demand of liability within reasonable time to the Bidder.

26. <u>Order Cancellation</u>

FORTUNE SACCO LTD   reserves the right to cancel the order placed on the selected bidder and recover expenditure incurred by FORTUNE SACCO LTD under the following circumstances: -

a. Non-compliance of the scope of the job.

b. Delay in commissioning / implementation / testing beyond the specified period

c. Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process

d. Breach of any of the terms and conditions of the Purchase Order by the selected bidder

e. If the selected bidder goes into liquidation voluntarily or otherwise

f. The selected bidder commits a breach of any of the terms and conditions of the bid.

g. The progress regarding execution of the order accepted, made by the selected bidder is found to be unsatisfactory.

h. If deductions on account of liquidated damages exceeds more than 10% of the total contract price.

i. In case of cancellation of order, any payments made by the Sacco to the Vendor would necessarily have to be returned to the Sacco, further the Vendor would also be required to compensate the Sacco for any direct loss suffered by the Sacco due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Sacco to appoint any other Vendor. This is after repaying the original amount paid.

j. Vendor should be liable under this section if the contract/ purchase order has been cancelled in case sum total of penalties and deliveries equal to exceed 10% of the TCO.

k. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, Fortune Sacco Ltd reserves the right to get the balance contract executed by any bidder of its choice by giving one month's notice for the same to the Bidder. In this event, the selected bidder shall be bound to make good additional expenditure, which Fortune Sacco Ltd   may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.

l. FORTUNE SACCO LTD   reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of

the selected bidder, including the pending bills and/or invoking the Sacco guarantee under this contract.

27. <u>Indemnity</u>

1. The selected Bidder agrees to indemnify and keep indemnified the Sacco against all losses, damages, costs, charges and expenses incurred or suffered by the Sacco due to or on account of any claim for infringement of intellectual property rights.

2. The selected Bidder agrees to indemnify and keep indemnified the Sacco against all losses, damages, costs, charges and expenses incurred or suffered by the Sacco due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed.

3. The selected Bidder agrees to indemnify and keep indemnified Sacco at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Sacco, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.

4. All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the Vendor shall continue to be liable under the indemnities.

5. Selected Bidder is required to furnish a separate Letter of Indemnity (Format whereof to be supplied by the Sacco) in Sacco's favour in this respect before or at the time of execution of the Service Level Agreement.

28. <u>Pre-Bid Queries / Clarifications</u>

For the purpose of clarifications of doubts of the bidders on issues related to the RFP, bidders seeking clarifications may send their queries on or before the date mentioned in the control sheet through email. Queries raised by the prospective bidders and the Sacco's responses will be available via the Sacco's email at least seven days prior to last date of bid submission.

29. <u>Introduction & Disclaimer</u>

This Request for Proposal document (RFP) has been prepared solely to enable Fortune Sacco Ltd (Sacco) in defining the requirement for Sacco credit management system (CMS). The RFP document is not a recommendation, bid or invitation to enter into a contract agreement or other arrangement in respect of the services.

30. <u>Fidelity & Secrecy</u>

The bidder and its employees/personnel will strictly and individually undertake not to communicate or allow to be communicated to any person or divulge in any way any information relating to the process of Sacco credit management system (CMS) and all information whatsoever concerning or relating to the Sacco/concerned branch and its affairs to which the said employees/personnel will have access in the course of performance of the contract.

31. <u>Authorise Signatory</u>

The selected bidder shall indicate the authorized signatories who can discuss and correspond with FORTUNE SACCO LTD , with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified

copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with FORTUNE SACCO LTD , raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by FORTUNE SACCO LTD .

32. <u>Sub-Contractors:</u>

a. The selected bidder shall give prior intimation to the Fortune Sacco Ltd of its intention to enter into any agreement with any contractor or sub- contractor in connection with the services required to be provided by the bidder.

b. Under all circumstances, the selected bidder shall be responsible for misconduct / deficiencies in services rendered to Sacco through the bidder selected or its sub-contractors. Sacco reserves the right to reject work, which is not in conformity with its standards.

33. <u>UAT (User Acceptance Test)</u>

The Bidder should setup the UAT environment for testing of the solution before implementation of the solution in the production environment. The UAT setup shall be used for the customization of any changes before movement in production.

The UAT setup will be at Kerugoya offices. The setup would be kept available at all times during the contract period. The Solution will be deemed accepted only when all the functionalities as per the Scope are provided, commissioned and accepted by the Sacco or the Sacco appointed Consultant. The UAT shall be signed off between the Sacco and the Successful Bidder.

34. <u>**Limitation Of Liability**</u>

Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

a. IP Infringement indemnity.
b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross negligence. For the purpose of this section, contract value at any given point of time, means the aggregate

value of the purchase orders placed by Sacco on the Bidder that gave rise to claim, under this RFP. Bidder shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.

ANNEXURES

General Details of the Bidder / Sub-Contractor

A. Profile of Bidder

2 Name of bidder:
   1. Location
            Regd. Office:
            Controlling Office:
   2. Constitution
   3. Date of incorporation & Date of Commencement of business:
   4. Major change in Management in last three years
   5. Names of Banker/s

B. Financial Position of Bidder for the last three financial years

Turnover			
Gross Profit			
Net Profit (Profit After Tax)			
Summary of Financial Position and working results			
Growth in Operations (%)			
Growth in profitability (%)			

N.B. Enclose copies of Audited Balance Sheets along with enclosures

C. Proposed Service details in brief

3   Description of service:
   ➢ **Details of similar solution provided to Financial institutions in Kenya specifying the number of Saccos ,MFIs or Banks and branches**

Details of Experience in implementation of similar services

Sl. No	Name of Organisation	Description of Application/Solution	Period during which implementd	
			From	To

N.B.: Enclosed copies of Purchase Orders should be in name of the bidder only as references. Sacco reserves the right to verify the authenticity of the reference document enclosed with the bid document. In case found not in order, the bid submitted by the bidder shall be rejected summarily.

Place: **AUTHORISED SIGNATORY**
Date: **Name:**

Designation:

Format of Pre-Bid Queries to be submitted by the Bidder(s)

(To be e-Mailed in .doc format only)

Name of the Bidder:

Name of the Contact Person of the Bidder:

Contact Number of the Contact Person:

Email id of the Contact Person:

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject/Description	Query sought/Suggestions of the Bidder

ELIGIBILITY COMPLIANCE

Sl. No.	Clause	Documents required
1	Bidder should be a limited company (Public/Private) registered in Kenya under the Companies Act.	Certificate of Incorporation, KRA pin and compliance Certificate and any other tax related document if applicable.
2	Bidder audited accounts for the last 3 years	Copy of the audited balance sheet of the company showing turnover of the company for the consecutive last three financial years
3	Bidder should have maintained a positive net-worth in the last three financial years	Copies of the audited balance sheets of the company showing positive networth of the company for last three consecutive financial should be submitted.
4	The bidder should be an OEM / OSD or their authorized representative in Kenya. In case OEM / OSD participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.	Undertaking / Power of Attorney (PoA) from the OEM / OSD mentioning a clause that OEM / OSD will provide support services during warranty period if the bidder authorized by them fails to perform. In case of an authorized representative, a letter of authorization (MAF) / OSD Authorization Form from original manufacturer / solution developer must be furnished in original duly signed & s t a m p e d

5	Bidder should not have been black-listed by (the Central / any of the State Governments or any Financial Institutions in Kenya as on date of RFP submission) any Sacco / institution in Kenya.	Self-declaration to this effect on the company's letter head should be submitted. Bidder has to submit a Declaration in the format as mentioned in the Annexure – VII.
6	The bidder should be in business of providing similar service/ application/ business rules management and decision platform (for loan/credit processing) for at least 2 years and in 2 scheduled Saccos,MFIs or Banks in Kenya as on date of submission of bid.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs in the last two years including names of clients with Phone and E-Mail IDs etc.
7	The proposed application/business rules management and decision platform (for loan/credit processing) should be running in at least 2 scheduled Saccos,MFIs or in Kenya as on date of submission of bid.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates/Completion Certificates / Installation Reports / Project Sign-Offs in the last two years including names of clients with Phone and E-Mail IDs etc.
8.	Bidder should submit an Undertaking regarding compliance of all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications existing as on date or to be issued from time to time by statutory/regulatory bodies etc.	An undertaking on the letterhead of the company has to be submitted as per the format given in Annexure-L.

Detailed Scope of Work

All the solutions sought in functional/technical specification must be provided as end-to–end solution. The participating bidder should provide its compliance for each of the line items mentioned in **Scope of Work (Part – IV)** of this RFP to be eligible for evaluation of Commercial Bids

FUNCTIONAL REQUIRMENT

Functional Requirement for Retail, MSME and Agriculture in detail is as under (the list of requirement is indicative, not exhaustive, as the actual requirements will be determined during SRS/gap study phase)-

Note –

All the points marked as Customizable (C) and To be developed (D) below are to be made available before go live within the time frame as stipulated in the RFP.
At least 75% of the requirements mentioned below should be Available (A) in the proposed solution in order to qualify.

S. No.	Description	Available (A) /Customizable (C) /To be developed (D)	Remarks (if any)
1	**GENERAL REQUIREMENTS**		
1.1	The system should define and support loan products/ portfolios like Working capital loan, Term Loan, overdraft, Real estate loans, Non fund based lines (LC, BG etc.), Bills, Trade Finance solution, Lease(Finance or operating Lease), Hire purchase, all segments like Retail, MSME and Agriculture segment (Farm & Non-Farm credit) etc. as per the requirement of the Sacco.		

1.2	System should have the ability to define, generate and collect leads and manage external agencies and their users like Direct Selling Agency (DSA), dealers, builders, Sacco Mitra, valuation agencies, Law Firms, verification agencies, BCs and BFs etc. Should allow creation of user groups under each business partner and creation of users under each group as part of Corporate License.		
1.3	System should have the ability to allocate relevant cases to these external agencies and give controlled access to work or give them facility to upload their reports.		
1.4	System should have facility to calculate commission/Fee for DSAs, Valuer, LIEs, Lawyers and other third parties.		
1.5	System should be able to receive various reports in predefined form from authorized vendors through internet, email, and other electronic media in a secured manner.		

1.6	Software should deliver the followings:		
	• Lead Origination.		
	• Lead Management/Database management		
	• Sacco credit management system.		
	• Integration with Sacco's Core Banking System.		
	• End-to-end workflow management.		
	• Ability to define & manage different origination channels.		
	• Support different loan products and loan types /processes.		
	• Secured access using profile definition.		
	• Audit trail of data/ processes.		
	• Powerful structured and configurable workflow for automatic routing of application.		
	• Supports multi-level loan product hierarchy.		
	• Support multi-tier rate structure like fixed/floating, indexed and mixed.		
	• Support multi-tier lending power structure.		
	• Supports application processing for individual and non-individual customers. Non individual customers to include various constitutions like proprietorship, partnership, Companies, trusts, societies, Corporations, LLP, foreign entities, local branches of foreign entities, sovereign, SHG/JLG/FPO etc.		
	• User configurable parameters/ processes. New product launch and defining/amending product parameters to be internally enabled for Sacco user.		
	• Configurable Risk policies. To be in built in the system once by the vendor at the time of installation and later to be allowed to be configured by the Sacco internally, in case of need.		
	• Rule based credit evaluation to provide internal credit checking, Credit rating, credit scoring, risk assessment, execution of power delegated and compliance check.		
	• Document flow, imaging and archiving.		
	• Image processing abilities, including pictures taken by webcam and other similar image forms.		
	• Image processing abilities so that image fed as input is properly populated in output.		
	• Application details and status enquiry should be		

possible.
• Generate letters, forms, loan legal documentation & all desired template automatically. The generated forms to be modifiable/ configurable from front end by Sacco only without depending on vendor.
• Interface to external/internal systems.
• E-Signature/ Digital signature enabled that can be applied at any stage of processing.
• Possibility of enhancement with add-ons like Analytics, third party users/ auditors/ valuers / advocates/ stock auditors/ due diligence agencies.
• Ability to perform 3rd party Verifications, Valuations, Field Investigations etc.
• Ability to define repayment variations like balloon, moratorium (skip), step-up/ down in the product. Ability to change repayment options, in case of need.
• EMI, Non EMI / Principal Distributed and other methods of payment supported.
• Interest and principal moratorium supported.
• Specific data entry screens designed for a given customer type.
• Additional details like financial data for a specific period captured for corporate customer.
• Combinations like individual/ corporate as a borrower/ co-borrower/ guarantor or vice-versa are supported.
• De-dupe parameter specific to customer type can be defined.
• Document set specific to customer type can be defined.
• KYC verification/Due diligence module.
  -System should be able to capture and validate various data for KYC norms as per RBI norms from time to time like Customer Type, Customer Profile, Customer Address, KYC documents etc.
• Restructured account Module along with Configurable business rules as per policy and approvals.
• Dashboard reporting : few specific reports that are needed are
▪ Report on Pending proposals.
▪ Report on Pending documentation.
▪ Report on pending security creation
▪ Report on an industry, etc. any other report required by the Sacco
  This list is only illustrative. Any type or number of reports can be drawn from the system as per the requirement of the Sacco.	

1.7	Ability to generate automated e-mails / SMSs to applicants / valuers / other agencies, users etc as per the requirement. System should have the ability to send Reminder Emails and SMS to designated higher Officials of the Sacco which can be scheduled in the system as online mode/batch mode. The Software should store all e-mail/electronic communications/SMS (external and internal for recommendations, concurrence etc. electronically as part of all loan documentations. System should have provision to generate alerts/SMS/e-mails from each stage – normal alerts and exceptional alerts.			
1.8	Ability to perform 3rd party Verifications, Valuations, Field Investigations, credit bureau checks, geo-tagging etc. with minimum human intervention etc.			
1.9	Secured access using profile definition			
1.10	System should keep history of each of parameters change.			
1.11	System should provide comprehensive audit trail report on all activities performed on the system/ proposal including modification of data by any user including admin/system admin.			
1.12	Single implementation supporting multiple portfolios			
1.13	The LOS system shall have a business rules engine to support different types of Application routing mechanism including- a) Sequential routing (Tasks are to be performed one after the other in a sequence), b) Parallel routing (Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite process instance. The system shall support conditional merging of multiple parallel activities i.e. Response from mandatory parallel process stages before it can be forwarded to next stage), c) Rule based routing - One or another task is to be performed, depending on predefined rules, d) Ad-hoc routing: Changing the routing sequence by authorized personnel. Rules can be defined on parameters set for each product/group of products as defined in the process flow.			

1.14	Seasonal cash flows/repayment defining capabilities.			
1.15	Should store various units of land area prevailing in various states and also to convert it to standard units like acre, hectare, sq. ft., sq. meters, sq. yard etc.			
1.16	Parameterization, historical data management, verifying data quality, migrating data, user acceptance testing, documentation, knowledge transfer and support.			
1.17	After fetching data from internal/external system, system should store it and make it available for subsequent processes/checks as and when required.			
1.18	Should provide end-to-end subsidy/ margin money processing solution and automate the process of subsidy claim and information flow.			
1.19	Should capture the company/organization details and flag in the account in case of loans under MOU/tie-ups (existing or future).			
1.20	Should read Optical Character Recognition (OCR)/Quick Response Code (QR Codes) in the documents and auto-fill the relevant fields in the system (e.g. Aadhaar, land Records etc.)			
1.21	All the upgrades of the software solution should be provided to the Sacco free of cost for the entire contract period.			
1.22	Comprehensive training manual with built-in "help" menu in system. Define and view help against each item.			
1.23	The system should provide output format to be generated in MS Word, MS Excel, Adobe acrobat PDF, HTML, XML etc. and any format needed in future. Output has to be a printable format with full alignment of text, images & tables (in A4, A3, legal, letter etc. paper sizes)			
1.24	Multilingual (English & Hindi Languages) output templates. Moreover, proposed solution should have feasibility to include the major regional/scheduled language at a later date.			
1.25	System should be able to handle entire loan life cycle management i.e. complete loan origination and processing system having automated process from lead management till loan disbursement and post sanction compliance.			
1.26	PSR (Post sanction review) Submission and			

		management.		
1.27	System should have mobile/tab solutions for field functionality, client visits, including data & document, pictures uploads or on website upload by third party agency.			
1.28	Automatic picking up of charges (if any) for deviations/modifications/processing etc. for each type of facilities/borrower.			
1.29	Automatic printing of all the applicable forms and documents as per requirement of the Sacco.			
1.30	Solution for improving Data quality through automated processing & reduced manual interventions.			
1.31	Generation of Sacco specified documents like application forms, loan appraisal, sanction letter and documentation with prefilled data.			
1.32	Loan management system including loan origination, complete processing including (Appraisal, sanction and documentation), disbursement & post sanction Loan management including review/renewal and monitoring.			
1.33	Restructured account Module along with Configurable business rules as per policy and approvals.			
1.34	Single Loan Application with suitable Annexure to process single or multiple Facilities/ borrowers (Fund based & Non-Fund based) as per the Sacco's requirement.			
1.35	Any number and types of facilities to be configurable.			
1.36	Ability to define various masters e.g. Calendar Master, Business Partners, Deviation reason master, Delegation level master (Value), Product master (including pricing etc.), Customer master (With ID details etc.), Policy criteria master, Profession master, Company master, Customer service master, Collateral detail master, Interest Rate Master, Other Masters as relevant for the software/as required by the Sacco, System should support 'Master Data Management' of various heads such as type of loan, geography, business unit etc. and also version control in key masters. There should be a facility to configure templates in the			

	system like the Call Report, Offer letter, SMS and email alert, Survey report templates, subsidy claim template which can be configured at the masters level in the system.		
1.37	System should be able to restrict access to data based on user's position/Role/combination of both in the organization, eg. Branch employees should not be able to access Sales data and vice versa.		
1.38	System should be able to customize the screen based on user's hierarchy in the organization. Restricted viewing or viewing of related fields only.		
1.39	System should be able to integrate with document imaging/processing systems and convert financial document into excel or table format, thus facilitating the rapid movement of applications across the processes/ Units without the need of paper flow.		
1.40	The system should be able to capture the verification of application/ documents/ KYC with digital signature.		
1.41	System should have Flexibility through extensive Parameterization, Workflow and Configuration of Rules.		
1.42	System should provide user definable rules for scoring, de- dupe, eligibility, customer exceptions, workflow movement, etc. using rule builder.		
1.43	System should be possible to extract any or all data for further analytical functions or for other purposes for end users or other systems at Sacco in desired format.		
1.44	Solution should facilitate bulk upload of information through batch files containing the application details.		
1.45	System should be capable of supporting product features. This may be as: - Regular product parameters. - Special campaign or category parameters - Exceptions (approved through a defined process)		
1.46	MIS/data input that requires interfacing with the core Banking system/ document management system/ any other system to retrieve/ compare/ validate existing customer details.		
1.47	Referencing on the basis of defined rules.		
1.48	It should be possible to integrate with and derive data from Sacco's other systems.		
1.49	System should have controlled interface with external/internal web links/ data sources/ reference sources for data verification/ data & information		

	feeding/ checking information.		
1.50	System should be capable to capture financial data of the customer both current and projections, as needed e.g. Equity / capital details, Credit facility sanctioned/availed by/ from other Saccos/ institutions, profit and loss statements, balance sheet statements, projected cash flows, carry out comparison between estimated and actual achieved at the time of renewal etc.		
1.51	System should have validation based on Due diligence/ compliance checks through interface.		
1.52	The system should ensure field level validation in all screens, depending on security group / level of each user. E.g. Only relevant data may be allowed in the field or user may be able to approve values/comments defined by his capability level.		
1.53	System should have parallel processing abilities where at any point of time more than one user can view the case and record their queries/comments/inputs/approvals. System should have capability for horizontal and vertical processing of a loan application/task. Like loan application is forwarded from branch to different departments of zonal office simultaneously; those departments can work on the loan proposal in parallel manner and put in their comments/remarks. Concerned department can view the entire application, but edit the pages related to their own specified department.		
1.54	Report on workflow management both for reporting as well as to have a comment & work log of the complete user trail.		
1.55	System should have notification facility i.e. when an application is approved by a reviewing authority and forwarded to the next person on the workflow, ability to send auto-notification via outlook/SMS to the receiving personnel/ other defined users to inform on applications awaiting actions/ progress.		
1.56	Ability to automatically send notifications/SMS/E-mail of rejections/ approvals to appropriate personnel with predefined data and conditions. Generation/ transmission of email alerts/ advices /SMS at various stages of the processing.		
1.57	System should able to function two way interactions with Core Banking System where loans approved in LOS		

	can be automatically open in Core Banking without repeat data entry.			
1.58	System should have abilities to create / update qualitative / quantitative details in the system through rule builder and same given to specific users as per policy.			
1.59	Setting up/ managing unit cost depending upon purpose or other definable parameters.			
1.60	Should handle substitution (Assign/Reassign) due to leave/ Emergency/Transfer/Improvement of TAT. Only Authorized Officials should be allowed for this job.			
1.61	System should have full version control along with ability to keep old versions retrievable in case of need.			
1.62	System should have start date and end date for a particular work flow/loan products based on set parameters.			
1.63	System should have a provision to capture Sector/sub-sector, Borrower category, Occupation code and other BSR details as required by RBI and statutory authorities.			
1.64	System should allow admin/system admin to manage various groups, users, roles, document management operations and define and configure various workflow steps for each process.			
1.65	System should provide facility to define and administer different rating criteria for different industries /branches /group of customers.			
1.66	System should have facility for OCR based Sacco statement analysis, analysis, ITR analysis, salary slip and KYC			
2	**LEAD MANAGEMENT**			
2.1	Manual Lead Creation through front line staff.			
2.2	Bulk Lead Creation through Excel sheet/XML upload.			
2.3	Lead Creation through integration with Sacco's website, Mobile apps, SMS, TAB, ATMs, KIOSK, Business Correspondents (BC), Business Facilitator(BF), Direct Selling Agent (DSA), online lead providers such as psbloansin59minutes.com, SaccoBazar etc.			
2.4	Automatic/ Manual lead assignment to users/ branches based on pre-defined logic like PIN code, type of lead etc.			
2.5	Manual Lead Assignment/Re-assignment			
2.6	Lead De-duplication			
2.7	Capture Detailed information of the lead			
2.8	Add and modify lead details			

2.9	Should process modification sanction with the same lead number by changing status of lead before loan account opening.		
2.10	Attach, scan documents		
2.11	Initiate leads for multiple products through single application		
2.12	Unique Lead ID generation and communication to customers. System should enable searching based on the Unique Lead ID or other defined parameters with full/ partial matching. Full/partial matching option should be configurable		
2.13	Lead should be forwarded (allocated) to Sales Team/ Branch through SMS/ e-mail with unique reference number		
2.14	Below details of the lead to be captured (more can be configured, if required) Lead Details Family Details Wallet Details Existing liabilities with same and other Saccos Household details Account Details		
2.15	System should have the ability to capture details of the source of the application with details like Relationship manager/ Front line manager, BC, BF, Credit Managers, product team names, branch, sourcing location etc.		
2.16	Supervisor should be able to override the distribution of the tasks to Users and reroute to other Users to speed up Loan Application Processing.		
2.17	System should have the ability to input varied loan application scenarios (e.g. varied loan amount, repayment terms, pricing etc.) for customer and view the implications/ outcome of the scenarios to front office team/ agents/ officer.		
3	**USER MANAGEMENT**		

3.1	System should provide complete user management feature - that allows the correct level of user to add new users and remove users. - that allows the correct level of user to modify the access a user requires. - Facility to add users to designated business unit/ branch/ processes/ roles. - System should allow definition/modification of the approval limits, branches and organization structure which could be centralized or decentralized. - The system should include ensuring screen level security in all screens, depending on security		
	group/ level of each user. - System should be configurable to have more user types/ levels to accommodate process changes/ audit or any other functional/ reporting requirement.		
4	**WORKFLOW & ALLOCATION**		
4.1	System should have workflow which can be configured/ parameterized depending on channel, product, scheme, source, and any other available fields.		
4.2	The system should allocate particular application to specific approvers. Further, there should be a queuing system that should allocate based on pre-set logic. Approval process can be defined as single approver or multiple approvers.		
4.3	Process of approval may have defined sequential and parallel (like committee based approval etc.) movements. It should be possible to have both in workflow simultaneously.		
4.4	System should provide Fast track processing feature whereby a single user (duly designated) to process an application from start to finish or may have limited access to a specific task.		
4.5	System should provide - ability to define role, profile, level, branch, location based allocation rules for each user along with holidays. - ability to reallocate or reassign cases from one user to another.		
4.6	System should provide multiple to & fro movement of workflow items possible. Comprehensive Reports for workflow.		

4.7	System should provide 'queuing feature' which should include the ability for escalation to higher supervising authority in case the application has remained pending without any activity for a specified period.		
4.8	Should define Service Level Agreement (SLA) , TAT rules for each activity in the workflow		
4.9	System should have the ability to have workflows for credit lines based on the current process of the Sacco. Interact dynamically between the rules engine and the queuing process to move across queues based on process results at each stage of credit processing – Example: risk based verification process resulting in instant approval or based on potential credit limit.		
4.10	System should have provision of maker checker facility for different activities like data entry, documents, approval based on risk segment. However this may be defined by administrator. Some of the common steps that should be followed in applications workflow are as follows. • Quotations • Quick /Detailed data entry • Duplicate Check /Review • Credit Scoring • Document Process • Credit Bureau Check (CIBIL etc.) • Verifications Details • Multi-level credit evaluation • Decision Making • Disbursement • Monitoring • Review renewal.		
4.11	System should have the capability whereby the user can view all previous notes exchanged and remarks made by other users with respect to the application under consideration and also seek clarification on the same.		
4.12	System should have the ability to allocate automatically to each user based on role and also to a pool/ team so that the available users can select case to work on if needed.		
4.13	System should have facility to put applications on hold till pending actions are completed.		
4.14	Application can be returned to any earlier stage in the workflow if required.		
5	**APPLICATION AND DETAILED DATA ENTRY**		

5.1	Customer information at detailed level should be captured. Customer's detailed information should be maintained. Add Borrower, Co-borrower and Guarantor details. Loan and product details are added with various repayment parameters. Multiple collaterals are accepted as security			
5.2	This process should allow the user to enter missing data/ modify the existing data and then re-submit the application for further processing.			
5.3	Provisions for giving Specific recommendations for any modifications/deviations by the user/sanctioning authority.			
5.4	System should check the application data against all the product level parameters and in case of discrepancies, the same can be modified at this stage. Product validations to be checked. If violated, rectification activity performed.			
5.5	Provision to add specific comments/litigations for a particular case/lead to be provided.			
5.6	Option to reject the application/lead for ineligible customers with appropriate justifications by the appropriate higher authority.			
5.7	Upload scanned images of signed Application form, KYC and statement of means. System should also have OCR facility to capture the application data entered.			
5.8	Extract the details filled in online application automatically.			
5.9	System should support error / warning / action messages for doubtful / wrong entries during Data Entry, Modification and Saving Stage.			
5.10	System should be able to flag and alert (pop up message) the user for missing essential information.			
6	**APPLICATION INPUT AND TRACKING**			

6.1	Should capture customer details like:
	• Borrower Information
	• Personal information
	• Application details of Loan
	  a. Customer profile, constitution, address, demographic details etc.
	  b. Customer KYC details,
	  c. Employment Details,
	  d. Loan details,
	  e. Guarantor/ Co-applicant details,
	  f. Customer exposure with other Saccos,
	  g. Land Holding Details,
	  h. Asset & liability details
	  i. Existing Cultivation pattern,
	  j. Date of appraisal initiation
	  k. Registering the application details in a user defined format
	  l. Borrower Master data
	  m. Customer Follow Up reports
	  n. Write Up Details
	  o. Financials /CMA DATA
	  p. Comments on crop/product
	  q. Facility Details
	  r. Pricing Details
	  s. Security Details
	  t. Standard Terms &Conditions
	  u. Credit Rating/scoring results
	  v. Ratios and calculation from rating input/output sheets
	  w. Document checklist		

6.2	Should generate output (on screen or print) based on input provided for the customers to view the eligibility for loan and other parameters by front line staff while interacting with the customers.		
6.3	Should provide space to provide additional information that may be relevant in making credit decision e.g. number of bounced instruments, failed standing orders.		
6.4	System should support Qualitative Data Extraction (QDE), Dynamic Data Extraction (DDE) and checking of the data for any corrections extensively so as to ensure integrity of data.		
6.5	System should have facility to validate the data being entered with validations like mandatory/ non-mandatory, format validations etc.		

6.6	System must generate a unique loan number for every loan application and the application enquiry should be possible on specific keys definable parameter. The unique loan number generated should be easy to trace by the various users who may wish to track the application. For example: can be queried by inputting customer's id no, name or business registration number.		
6.7	Support multiple sub-borrowers in a single loan (viz. self-help groups).		
6.8	Facility of Application tracking across the life cycle of the loan application and across business partners.		
6.9	System should be able to capture the date and time details of application like date of receipt, date of Login and other dates as will be defined by the Sacco.		
6.10	System should provide for search facilities across the screens in various modules during various stages of processing		
7	**PRODUCT CONFIGURATION**		
7.1	System should have following facility - • A multi-level hierarchy for defining financials loan product. • Ability to attach risk policies at any these levels. • Support for multiple interest rate type liked fixed, index based and mixed. • Ability to define repayment variations like EMI, non EMI, balloon, moratorium (skip), step up/down in the product. • Intermittent and last balloon payment supported. • Interest and principal moratorium supported. • Servicing of interest during moratorium in line with repayment frequency supported • Support for individual and corporate customer. • Specific data entry screens designed for both customer types. • Additional details like financial data for a specific period captured for corporate		
	customer. • Combinations like individual as a borrower and corporate as co-borrower/Guarantor and • De dupe parameter specific to customer type can be defined. • Loan products can be defined as corporate products offering more processing flexibility. • Document set specific to Customer type can be defined.		
7.2	System should be able to define various hierarchies:- Defining the organization hierarchy (at least 10 levels),Define the roles performed in the organization, Co-relating the role of employee and his area of work, Co-relating business partners with products offered, Define hierarchies based on type of deviation (for e.g. Credit for exposure, Delegation of Power etc.		

7.3	Should be able to check the ceiling limit as prescribed in the loan policy for the sector in which the loan is proposed. And it should be able to add/deduct the available limit for the sector.		
8	**CUSTOMER MANAGEMENT**		
8.1	System must generate a unique customer id & searching based on the defined parameters with full/ partial matching. Full/ partial matching option to be configurable.		
8.2	System should allow automatic fetching of the customer data for an existing customer - Customer Profile - Exposure Details - Group Exposure if any - Existing Facility Details - Limit details - Classification detail - Securities etc.		
9	**DE-DUPE & NEGATIVE DATABASES CHECK**		
9.1	Provision to configure rules for De-dupe at customer/ product level.		
9.2	De-dupe rules to be configured for applicant as well as asset/ collateral.		
9.3	System supports phonetics as well as algorithm based duplicate check.		
9.4	Unique rule sets can be defined for individual, Business units and corporate applicant types		
9.5	System should have the ability to find if a customer is an existing one and check for internal / external referral lists or whether the customer is defaulter at any other branch of our Sacco		
9.6	The system should have the ability to de-dupe with the current application details like ID numbers, names or parts thereof, telephone numbers against similar lists in other product databases.		
9.7	System should have an option to reject the application for customer based on the compliance check results.		
9.8	Escalation Matrix pre-defined.		
9.9	System should have the ability to view the existing history, relationship of the customer with Sacco.		
9.10	System should able to do the de-dupe against CBS.		
10	**CREDIT EVALUATION/ RATING**		
10.1	Interface with Internal credit rating system for borrowers		
10.2	Scoring parameters based assessment abilities in case of schematic lending.		

10.3	Should provide flexibility in defining credit scoring rules/ policies with different multiple combinations and base criteria, provide on-line credit scoring processing with auto approvals.		
10.4	The product should have a scoring engine that is capable of credit scoring across demographic and bureau variables and handle multiple score cards across products and segments		
10.5	Should key in financial/ non-financial data and use the same for scoring.		
10.6	Generation of rating input from CMA DATA		
10.7	System should have capability to interface with third party external credit rating systems and use the same for defining different paths of the workflow or in internal scoring engine real time or in batches.		
10.8	System should have capability to interface with multiple credit bureaus and use the results of same in scoring.		
10.9	The system should have the infrastructure to support rule based decisions with embedded architecture enabling such rules to be written by users using customer level elemental data.		
11	**ELIGIBILITY**		
11.1	System should have the ability to define the customer eligibility rules based on different parameters. Details will be conveyed at time of SRS. These parameters should be modifiable from time to time as per change in Sacco/Product norms from front end only.		
11.2	Should arrive at eligible loan amount for a customer based on these rules and data entered for application.		
12	**ANALYSIS**		
12.1	Evaluation of Credit Limit, Credit Scoring and Appraisal.		
12.2	System should be able to capture CMA data furnished by the customer (either through uploading/ manual entry)		
12.3	System should support financial analysis based on parameters like:- NPV, IRR and Benefit-Cost ratio, Debt Service ratios, sensitivity, FCFF, FCFE, or other similar tools. or any other ratios.		

12.4	System should support definition of standard formats for financial data and statements like Balance sheet, Cash Flow statement, P&L account, and Funds flow statements. Definition of financial structures based key parameters like Industry segment, customer type etc. Structures can be defined for various financial statements like Balance sheet, Cash Flow statement, P&L account, Funds flow statements etc.		
12.5	Excel based template/ file upload/ processing facility to be provided.		
12.6	Credit assessment based on product specific guidelines/Requirements.		
12.7	System should compare benchmark ratios based on risk policy of the Sacco.		
12.8	Standard analysis of financials using basic analytics, Key financial ratios and benchmark.		
12.9	System should allow defining ratios like operating profit, margin, etc. based on formulae and data obtained in financial statements.		
12.10	System should support details like Average and benchmark ratios.		
12.11	Financial data for the customer can be derived using excel reports/ CMA data.		
12.12	Analysis of CMA Data/ Generation of projections for 2 years based on CMA Data (Audited Balance sheet)		
12.13	System should capture any Number of years for which the financial projections/ cash flow/ loan /covenants data can be recorded & processed.		
12.14	System should provide a space to provide additional information that may be relevant in making credit decision e.g. number of bounced instruments, comments on TOD/excess drawls/adhoc and their regularization, failed standing orders, window dressing of accounts issues, Credit summation vis-à-vis sales. System should have an analysis capability based on transaction (e.g. excess withdrawal of cash from loan accounts, transfer of loan funds to sister concerns, transfer of loans to saving accounts)		
12.15	The system should capture remarks (with replies) of latest internal/ external auditors (concurrent, statutory, stock audit, etc.), first site inspections. It should also		
	support capturing of text comments along with capturing of remarks and irregularities pertaining to the account in the Sacco's monthly / quarterly monitoring reports.		
12.16	Data should be uploaded for audited/ unaudited/ draft/ in-house/ projected balance sheet.		

12.17	Standard analysis of financials using basic analytics and using various methods of lending like Turnover Method, MPBF, Cash Budget or any other assessment methods adopted by the Sacco from time to time.		
12.18	Based on the data uploaded, system should compute the financial ratios as per the configuration in the masters. The system should be able to perform comparison of selected key ratios, financial parameters across borrowers within the industry and against bench marks. Ratios like debt/equity ratio, current ratio, ICR/DSCR etc. and additionally (but not limited to) following: Paid up capital Reserves and Surplus Intangible assets Revaluation reserve Tangible net worth Long-term liabilities Capital employed Net block Investments Non-current assets Net working capital Current assets Current liabilities Net sales Other income Net profit after tax Depreciation Intangible assets Cash accruals ROCE (Return on capital employed) Drawing Power of the applicant, etc. **An illustrative list of ratios to be computed for financial analysis is furnished below:** Liquidity Ratios, Profitability Ratios, Efficiency Ratios, Leverage Ratios, Market Ratios, Capital Budgeting Ratios, DSCR, NPV, IRR, ICR, FACR etc.		
12.19	The system should support sensitivity analysis where the user can modify the financial data to find out how the		
	change will affect certain key financial ratios/indicators.		
12.20	System should support to insert images, signatures, table and format the template as per Sacco standard formats/ Proposal complexities.		

12.21	Data fetching on unhedged foreign Exposure reference data to be analyzed.		
13	**PROJECT APPRAISAL**		
13.1	System should support Standard & customized project appraisal tool & processes.		
13.2	Building up/ importing/ assessing various financials & business models and other appraisal requirements of project funding.		
14	**DOCUMENT MANAGEMENT**		
14.1	Should define the documents checklist for an application, applicant, asset etc.		
14.2	Documents / reports can be uploaded at various stage like document receipt, verification report etc in compressed and encrypted form and should be able to retrieve and display the same whenever required.		
14.3	Should track the receipt of Documents for an application.		
14.4	Maintains separate Error list which contains documents that are marked as error.		
14.5	Should upload documents against documents checklist/ data in different formats like jpg, jpeg, png, pdf etc.		
14.6	Should update, to inquire, archive and retrieve the documents.		
14.7	Should defer, waive the documents with approval from competent authority based on customer request.		
14.8	Should support document waiver process with an approval flow and comments by the approving authority.		
14.9	Should allow adding new documents in existing list at multiple stages.		
14.10	Should define mandatory, non- mandatory documents.		
14.11	Should track documents stage wise.		
14.12	Should mark the no of pages, date of receipt, location of the document while receiving it.		
14.13	Should have a verification of the documents by a different user.		
14.14	Should maintain scanned image of applications, forms, appraisals, reports, cover documents, visit reports, security documents etc.		
14.15	Based on each product and parameter Sacco specific documents/ forms to be generated automatically with prefilled fields based on the input fields given.		

15	DOCUMENT CONFIGURATION and DOCUMENT CHECK LIST		
15.1	Three Tier Document Definitions. • Document Code – Identification of documents should be done • Document set code – set of various types of documents based on type of customer, loan product, security, Legal aspects and so on to be uploaded/ retrieved. • Document family – Similar type of documents to be grouped together in a family. Branch should be able to view the documents required easily.		
15.2	Applicable document sets can be configured at applicant, application and asset level.		
15.3	Stage at which the documents are expected to be received can be configured.		
15.4	Provision should be there to make available the automatic document checklist based on application data according to pre-configured document set.		
16	DOCUMENT RECEIPT		
16.1	Documents should be received or verified at 3 levels. These are applicant level, asset level and application level.		
16.2	Depending on the stages, documents can be received till post disbursement.		
16.3	Provision to upload scanned images of documents available at multiple stages.		
16.4	Should waive a certain document.		
16.5	Should defer a certain document to a future date / stage.		
16.6	Provision to verify/ upload received documents.		
16.7	Documents configured to be received post disbursement are tracked through email/ SMS alerts		
17	DOCUMENT VERIFICATION		
17.1	All KYC documents can be E-verified after they are received by the designated officer.		
17.2	Multiple types of verification should be supported viz.: - Field Investigation, Office Verification, Residence Verification, Personal Interview and Organization Verification		
17.3	Multiple instances of a single verification type		
17.4	Assigning verification requests to Internal and External users		

17.5	Verification is a 3 step process - Initiate Verification - Perform Verification - Accept Verifications			
17.6	Should re-initiate verification if required			
17.7	System should also support third party verification (report update etc.)			
17.8	Should define Escalation matrix/ Queue Management			
17.9	Should interface with external agencies/ authorities for documents verification.			
17.10	Auto assignment to empanelled Advocates and Engineers for Legal scrutiny report and Engineer valuation.			
17.11	Provision for reports to be uploaded by the empanelled advocates and engineers directly through an interface exclusive for this purpose.			
17.12	Documents can be marked as satisfactory/Non-satisfactory.			
17.13	Flagging of pending documents account wise and follow up.			
18	**FEES & CHARGES**			
18.1	System should have a facility to define different fees, charges and taxes as per guidelines, which are to be collected for a credit product type and customer type.			
18.2	Should collect fees and charges based on the checklist of generated charges partially or fully.			
18.3	Apart from system identified fees, provision to add for additional fee type should be there.			
18.4	Should waive or defer a charge after the approval of competent authority.			
18.5	Should integrate the facility for collection of fees for external agencies like DSA, Business Correspondents, CIBIL etc.			
18.6	Should integrate with Saccos collection system (existing or proposed)			
18.7	Offer letter to have detailed fee and charge calculation which can be directly debited to Core Banking on triggers.			
19	**DEVIATION MANAGEMENT**			
19.1	System should define deviation based on rules for pricing, demographics and other parameters.			
19.2	Generation of deviations automatically by the system and allocation to designated authority for approval.			
19.3	Maker Checker process for deviation approval.			

19.4	Facility to add certain user deviations based on the discretion of the user/ competent authority.		
19.5	Should support following deviations • Multi-Level Deviations. • System defined deviations triggered based on the configuration • Additional manual deviations • Role based deviation approval		
19.6	Ability to define credit deviation matrix for a hierarchy of reviewers and approvers, credit committee, or a hierarchy of credit committees		
19.7	The System should have capability for Setting up of Score Card, Deviation logic by Business users and any changes made should be effective from date of modification. Historical records of Score card and Deviation along with user audit trail be available for future reference		
20	**USER WORKSPACE**		
20.1	System should allow user to see all application he has to work on in a single view.		
20.2	System should allow user to prioritize his work by being able to filter cases based on certain parameters like application id, first name, last name, product etc.		
20.3	User should also be able to view cases in a pool and request to attend the case to start working on same with approval of allocating authority.		
20.4	Supervisor user should be able to view records of his subordinates and be able to take actions on same.		
21	**COLLATERAL MANAGEMENT**		
21.1	Should generate unique collateral ID for the asset/ collateral. In case of extension, if any, existing collateral ID number to be captured for subsequent applications.		
21.2	System should define different collaterals and attributes in the systems which have to be captured for a collateral.		
21.3	System should capture collaterals for an application.		
21.4	System should generate technical and legal valuation for a collateral and allocate it to a user or agency and capture the valuation details.		
21.5	Workflow based valuation process - Initiate valuation request, Valuation report details, Accept valuation and Attach collateral. Multiple instances of a single valuation request can be generated.		
21.6	System should calculate eligibility based on collateral value and Net Present Value (NPV).		

21.7	System have facility to upload, display and print valuation documents/legal reports into the system.		
21.8	System should have Ability to configure single/ multiple collateral at application level.		
21.9	Collateral processes like entry, valuation and attachment should be supported as workflow activities.		
22	**VERIFICATION MANAGEMENT**		
22.1	Should generate different verifications for customer based on his application and evaluation process. List of verification processes shall be provided at the time of SRS.		
22.2	Allocate verifications like phone, income, personal, address etc. to user/ agencies, if there are third party or internal validators.		
22.3	Should initiate and do field investigations.		
22.4	Should capture details and documents related to each verification.		
23	**TERMS & CONDITION MANAGEMENT**		
23.1	Facility T&C list has to be automatically selected on the basis of facility type selection.		
23.2	Provision should be there for bringing in any changes/ amendments by the users/ approval authorities.		
23.3	Borrower standard T&C be selected on the basis of borrower type.		
24	**CREDIT APPROVAL**		
24.1	Multi-level approval based on sanction limits.		
24.2	Should define the sanctioning authority based on loan size, product, deviation etc. Should have a multi-level sanctioning matrix and automatic routing of the case based on that.		
24.3	The system should aid credit decision making based on the proposal evaluation analysis and credit risk rating. It should facilitate users/reviewers in understanding assessments through electronic case files.		
24.4	System should allow authorized personnel to override system credit approval or rejection recommendations but with an audit trail that can be tracked.		
24.5	The system should have the capability to route the case for committee approval in case of higher loan amounts where multiple officers can approve the loan as specified in the committee.		
24.6	Multiple committee members can be defined along with veto and non-veto members.		
24.7	Provision to define committees like approval committee, pricing committee etc.		

24.8	Automatic approval / rejection based on decisions taken.		
24.9	System should generate Credit Appraisal report in a printable and/or screen readable form.		
24.10	System should provide for definition of the minimum requirements for one to qualify for a credit facility generally and within each stage.		
24.11	System should allow reviewing personnel to view defined sets of information/ comments on each credit request.		
24.12	Should view the application data in a summarized form to take credit action.		
24.13	Ratification process for decisions taken is supported.		
24.14	Should generate Sanction tickets and term sheets for Customers/ Sacco with mandatory fields and T&C.		
25	**COVENANT MANAGEMENT SYSTEM**		
25.1	Should view/ input financials & non-financial covenants based on pre-defined rules.		
25.2	Periodic monitoring (with manual intervention) of covenants.		
25.3	Report generation on compliance/ non- compliance.		
26	**REVIEW/ RENEWAL**		
26.1	Capture data on future date of review or renewal for each loan at the time of loan origination based on set rules or manual entry.		
26.2	System should allow timely review/renewal of application as per the above processes.		
26.3	System should provide previous approvals / rejections in the system history.		
26.4	For existing loans, system should fetch the data from CBS and generate alert for review/ renewal/ DPN due date etc. and alert to be sent to branch/ customer through email and to Branch Manager through SMS on daily basis.		
27	**EXCEPTION HANDLING**		
27.1	System should add certain actions/conditions if the application is not fully up to the mark for approval like addition of co-borrower, collateral etc.		
27.2	System should be able to re-routing the case to an appropriate officer in case of any changes or amendments to be made.		
27.3	System should automatically reroute the case in case of any data change based on which the approval was		
	done.		

27.4	System should allow to reject the application with reason. The system should allow review of rejected applications through a screen that includes the reason for rejection.		
27.5	System should have facility to bifurcate Loan requirements into various purposes including Insurance amount wherever applicable.		
27.6	System should allow to review rejected applications for reopening in special cases by authorized user.		
27.7	Facility to recommend an application if it is not in users approving authority.		
27.8	System should facilitate archival of rejected applications for de-dup purposes.		
27.9	Once an application for credit is closed, it should not be possible to change the data.		
27.10	System should have a mechanism that cancels/rejects an application with justification if it is pending for more than a specified number of days after follow-up for missing documents/information. This should be done after certain number of reminders to the users.		
27.11	System should have override options whereby an earlier rejection or cancellation can be revoked and the application be brought back into the mainstream for positive closure.		
28	**OFFER LETTER & LOAN DOCUMENTS**		
28.1	Generate pre-printed offer letter & Loan Documents for customer.		
28.2	Should capture the acceptance by the customer.		
28.3	Allow printing of approval/ rejection letter in desired format.		
28.4	Should view the status of applications under process Stage wise, branch wise and user wise.		
28.5	System should support generation of sanction advice as per the format/requirement of the Sacco which shall be shared at the time of SRS.		
28.6	Customer correspondence, including reminder letters, etc. automatically generated by the system in accordance with defined parameters.		

28.7	The system should handle and generate documents like but not limited to:
	    Loan Sanction Letter
	    Loan Rejection Letter
	    Loan Related Agreements/documents
	    Security document
	    All other document forms		

	(Format/template of each document should be flexible and admin user can add or modify the document as per Sacco's requirement.)		

28.8	There should be a facility to configure templates in the system like Offer letter, SMS & email alert, Survey report, Various Vendor reports, Inspection reports etc. which can be configured at the masters level in the system.		
29	**APPRAISAL NOTE and LIMIT MANAGEMENT**		
29.1	System to have the capability to show a snap shot view on a click of the entire appraisal on a single click		
29.2	Should print the appraisal sheet for offline study of the appraisal		

29.3	Limit management
	  System should have push / pull abilities for customer limit positions to / from CBS.
	  Interchangeability from funded to non-funded & vice-versa.
	  Multiple levels of sub limits.		

29.4	Loan Amortization schedule		
30	**DISBURSEMENT**		
30.1	Should generate a disbursement request/ voucher/ forms based on facility type.		
30.2	Should generate pre disbursement compliance sheet/ certificate		
30.3	Disbursement release and Disbursement approval		
30.4	If any loan application is approved from a higher authority, then there should be a provision to take disbursement permission from the concerned authority in the system.		
30.5	Support for Partial Disbursement/ full disbursement/ disbursement in stages as per sanction terms and conditions.		
30.6	Principal and interest repayment on partially disbursed amounts		
30.7	Should enter disbursement details like beneficiary, mode of disbursement etc.		
30.8	Have maker checker process for disbursement approval.		
30.9	Facility to update disbursement details once the disbursement has been done, if needed.		
30.10	Facility to update details of asset created if any, like machine details, project details etc. and make it available to use afterward.		
30.11	Facility to do multi tranche disbursement for loans.		
31	**POST SANCTION FOLLOW UP**		

31.1	The System should have a separate dash board system where branch user or controlling offices can view or track the post sanction details, depending upon the configuration of parameters set up, as per the Sacco's policy. The functional requirement of the post sanction module will be as follows.		
31.2	This should enable the Sacco to manage the customer profiles to whom the loans have been disbursed. The customer records are to be obtained from LOS & Core Banking System database. Integration with Core Banking System to this extent, to be carried out. The monitoring system should have the following functions: 9. Customer Information: System should have ability to display the customer's fund and non-fund-based exposures details. 10. Co-Obligant and Guarantor: System should provide the view of the list of co-obligants and guarantors associated with the loan. 11. Consortium/Multiple Banking: Details of the Consortium of Saccos/Multiple Banking along with fund based and non- fund-based exposures to be provided. 12. External Rating: Periodic updation of the External Rating of the customer to be provided. 13. Department Observations: Provision for entering observations of various departments and authorities on the loan to be made available. This will enable to view the observations posted by various departments/authorities in a single location and the same should be available during review/renewal of the facilities. 14. Security: Details of the securities (primary and collateral) provided to the loans along with first/second/pari-passu charge to be made available		

	and security coverage of the loans also to be made available. Pending for creation of charge with various statutory authorities like CERSAI, MCA, Registrar Office, Transport Authorities etc., also to be made available. Further, the details of the legal report, vetting report, valuation date, Fair Market Value, realizable value, Distress Sale value etc, should be captured. 11. Restructuring of the Loans: Provision should be available for restructuring of the existing accounts and sanctioning of the restructuring of the loans to be supported. 12. Insurance Details: The system should be able to capture details of the insurance available against charged securities (both Primary as well as Collateral). This helps the branches to renew the validity of the Insurance on time to safeguard the Sacco's interest when need arises. Insurance details such as insurance company name, policy number and date, renewal date, insured property address name of borrowable account, limits under which insurance is made, amount of insurance, period of insurance, hypothecation clause etc. Alerts are to be given before the date of expiry of insurance along with generation of letter to be sent to customer and also for renewal to the Insurance Company concerned.		
31.3	The system should have provision to submit the project completion reports, stage-wise disbursal of term loan etc., of a customer with respect to the loan. The workflow is enabled upon successful completion of the document. • Project Completion Certificate • Stage wise disbursement of term Loans • Post Sanction Inspection Report/ end use monitoring		
31.4	The controlling offices should be provided with options to monitor and follow–up actions for rectifications.		
31.5	Document Details: The system should be able to store the details on the legal documents that are executed. Details such as document name, date of document, vetted date, expiry date and the authority who vetted the document to be provided. Valuation details like name of valuer, date of valuation, Fair market value, realizable value and distress value.		
31.6	System should have the facility wherein legal		

	documents created for any loan application can be uploaded into LOS post approval of loan application. Thereafter, it can be sent to higher authority like ZO/HO for vetting. Post vetting, higher authority can send it back with confirmation for disbursement or ask for rectification of specified document, if any. System should allow this interactive communication between different hierarchies and upload of documents at any stage of processing.		
32	**NOTIFICATION MANAGEMENT**		
32.1	Facility to provide real time notification of case as per configuration of the Sacco		
32.2	Alert to be given by the system after the sanction for registration, cancellation or modification of charges at external agencies.		
32.3	Should automatically send notifications of rejections/ approvals to appropriate personnel/customers with predefined data and conditions.		
32.4	When an application is approved and forwarded to the next person on the workflow, it should send auto-notification via email/SMS to the receiving personnel/ other defined users to inform on applications awaiting actions/ progress.		
32.5	System should have the ability to send SMS alerts to the customer on Vital information related to Processing of Loan as well as offering of other facility.		
32.6	Should automatically notify or alert when the loan is disbursed.		
32.7	Should define templates for SMS, email, letters for notifications based on existing templates of the Sacco.		
33	**PRODUCT MANAGEMENT**		
33.1	Should define new portfolios, products, schemes based on the current/proposed offering of the Sacco.		
33.2	Should define pricing(fixed, floating) with different frequencies like yearly, monthly etc. along with ability to set up rules for risk based pricing.		
33.4	Calculation of interest sacrifice/ surplus, in case interest rate is changed due to certain reasons.		
33.5	Should define different calculation methods, repayments methods, repayment variations like step up, step down etc.		
33.6	Should restrict the availability of the product location wise.		
33.7	Should copy and configure new product internally without vendor support.		
33.8	System must have capability for pricing to be based on the tenor of the loan. The system should give capability		

	for longer tenors to have higher pricing.		
33.9	In the event that a customer already has an existing loan, the system must have capability to settle the existing loan and generate a new loan application, with a consolidated balance of the new and old loan. This can be done manually.		
33.10	Capability for balance transfers In the event that a customer has an existing loan with another institution, the system must allow for input of this information at origination. This will allow for this information to be reviewed at verification.		
33.11	Full Ad-hoc Limit Management System where temporary limits can be processed in the system.		
33.12	There should be risk weightage and automatic loan interest setting as per CIBIL score of the entity.		
33.13	System should have capability for adding, modifying, suspending, revoking products as and when required without hampering processing of existing applications. Historical records of products along with user audit trail be available for future reference.		
34	**RULE BUILDER**		
34.1	Facility to define rules based on different parameters required for loan processing. Rules could be related to de- dupe, scoring, eligibility, deviations, sanctioning powers etc. or other rules like risk based pricing.		
34.2	System should have flexibility to add new rules based on calculations, criteria .There must be rules that decide on minimum requirements including and not limited to age, income/ balances / employer category / scores obtained etc.		
35	**CORE BANKING SYSTEM and THIRD PARTY INTEGRATION**		
35.1	Should support tie ups with vendors, Institutions, Organizations etc. Configure APIs/any other mode for connecting to third party portals hosted by GOI/RBI/NABARD/ any other govt. or non-govt. dept. or agency etc.		
35.2	The proposed software should be able to pick up Interest Rate, various master data, Reference Codes from Core Banking Software (Core Banking System) for regular processing of Loan applications		
35.3	Post account opening, proposed software should be able to create Security Records (SRM creation in Core Banking System).		

35.4	System should have the ability to view the match details and compare the matched parameters to be sure that the customer match is exact and then map them against same customer id.			
35.5	System should have provision to validate and use user input Cust Id (Existing Cust Id) to open the Loan account in Core Banking System. However for new customers, system should create a new cust id and open the account using the new cust id.			
35.6	System should be able to integrate seamlessly with Saccos Core Banking System (CBS).			
35.7	Interfacing with other external/internal systems, including but not limited to Core Banking solution, Risk Rating Models, Scoring Models, CIBIL, UIDAI, IT Website, MCA website/data, EC, CRILC, Market Reports, CERSAI, ECGC, Defaulter list, DGFT, Sub registrar office websites (to verify land documents) and any other website/portal which would help in validation of data provided by customer.			
35.8	System should check the depository/RBI Fraud Depository and show that the account/ entity are shown as Red Flag Account (RFA)/ not from other Saccos.			
35.9	Auto checking of CERSAI from the portal for loans in which CERSAI registration is mandatory. Auto upload/bulk upload of the data on CERSAI portal for approved loan applications.			
35.10	Digital signature should be enabled for the corporate entity and auto updation of registration of charges on the site of MCA.			
35.11	User credentials to be linked to internal CBS/other systems as required by the Sacco.			
36	**REPORTS/ MIS & DASHBOARDS**			
36.1	Provide standard reports which are printable in PDF and exportable to Word or Excel or other data analysis formats.			
36.2	Allows report configuration by allowing customizing report parameters.			

36.3	System should generate reports like:- Application received Applications approved Application declined Sourcing Performance Turnaround Time (TAT) Reports SLA reports Applications pending Disbursement of Applications Pending documents Application Pending verification Pre Finalized Company Rating Report Final Company Rating Report		
	Interim Industry Rating Report Final Industry Rating Report Company Financials Report Score Mismatch Report Risk Rating Reference Report Industry Benchmark Report Company Comparison Report Case Status Report User Access Rights Report Audit Report Executive Summary Report User Login Logout Report Periodically reports in PDF/ MS Word/ MS excel/ HTML etc.		
36.4	Report should be available for follow up with prospect clients on Offer letter issued and not acknowledged with details like Relationship Manager name, Prospect client details, Product, Date of application, date of issuance of offer letter and days pending for acknowledgement.		
36.5	Report should be available from the system on the proposals approved but not accepted by the customer.		
36.6	The LOS system should support the generation of statistical and management reports like Number of proposals assigned, Number of proposals completed, Time taken to complete each proposal, Process History Report, User Performance Report, Average proposal Time Report, MIS reports as decided by the Sacco from time to time.		
36.7	The Software should support definition of new customized reports based on existing data and other calculated logic.		
36.8	MIS should be available through system like branch wise exposure, industry wise exposure etc.		

36.9	Report on pending documents after disbursement: System should provide report on daily basis automatically as well as through user invocation for all the documents pending from customer proposal wise. Specific Documents received /Pending should be a part of account opening process		
36.10	System should generate a report which gives the category wise application received, approved, pending during particular period.		
36.11	System should provide Vendor wise detail report for ascertaining TAT and quality of work performed by the Vendor, BC and others.		
36.12	Exception reports/ Deviation Reports to be available to Authorized users only		
36.13	The solution should have ability to generate various MIS reports as per regulatory / statutory guidelines / requirements. Vendor to arrange for necessary customizations wherever required during the contract period free of cost.		
36.14	The system should have the capability of report generation on compliance/ non-compliance.		
36.15	The system should have the capability to generate report for Periodic monitoring (with manual intervention) of covenants.		
36.16	System should have Irregularity & Compliance Based reporting.		
36.17	System should have the ability to classify applications stored according to their status e.g. Approved, declined, cancelled, under review, closed (definable frequency for reports).		
36.18	Online MIS and inquiries should include but not be limited to productivity MIS per processor type, per loan type, limits type, Operational MIS, Demographic MIS, Credit scoring MIS, path traversed by an application – workflow activities done with date, time, main comments and processor details etc.		
36.19	Should define operational dashboard parameters, presentation style, levels, products, etc.		
36.20	Should have provision for graphical representation of account details including history transactions of customer/ Sacco statement analysis.		
36.21	Should generate any type of report as desired by the Sacco from time to time.		
36.22	Executive Dashboard on Document Turn Around Time (TAT) overdue, Application Tracking, Other Alerts (Contract overdue, Expired date, Surveyor, Appraiser.)		
36.23	Support for online access of reports/dashboards as per the requirement of the Sacco.		

36.24	System sh*ould have the ability to track the Staff with whom and for how long the customer's application is pending. Date and Time associated with TAT should be non-editable.		
36.25	System should have capability to display turnaround time for approval for each approved application. TAT for each process should be defined during set up of Process flow.		
36.26	System should have TAT monitoring in hours and minutes.		
36.27	Ability to time stamp for each activity from end-to-end for Turnaround Time (TAT) calculation.		
36.28	System should provide a robust MIS support by way of Dashboard with certain in built reports. These reports would inter alia cover extraction of data for various internal, external MIS and regulatory purposes including Transaction Monitoring activities. The dashboard has to be multi-level both at front end and back end viz: (1) Corporate Level/Group level information; and (2) Branch/ Regional Office/head office level information for the Sacco users/ Administrators. The reports can be generated for different domain like universal, Region specific and frequency for generating these reports should be as per Saccos requirement.		
36.29	System should have provision for a reporting Tool to develop various Reports, letters, MIS data etc. as may be required from time to time by the Sacco. The tool should be configurable by Users for developing adhoc reports also.		
36.30	System should have provision to route applications forward or backward (as per flow) depending on its conditions. In case the application is sent back to requestor, system should recalculate TAT.		
37	**AGRICULTURE SEGMENT (Specific Requirements)**		
37.1	Solution to have workflow & application suitable for all type of loan ranging from simple loan like Crop loan, Tea Loan to complicated loans like Agro processing Commercial loans etc.		

37.2	The system should define and support loan products/portfolios like		

	3.1 Farm Credit:-
	   a. Kisan Credit Card (KCC)/ Seasonal agricultural (Short and long duration) loan to individual farmers/SHGs/JLGs/ FPOs.
	   b. Agricultural term loans (Allied Agri activities, Dairy, Poultry, Beekeeping, Tractors, Machinery, Land Development, Second Hand Tractors etc.) to individual farmers/SHGs/JLGs/FPOs.
	   c. Advances for Three/Four wheeler.
	   d. Agriculture Produce Pledge Loan / Financing against warehouse receipt.
	   e. Dealers of Agriculture Inputs.
	   f. Farm Building and Structures.
	   g. Interest/capital Subsidy Loan.
	   h. Conversion of short duration term loan to loan duration term loan.
	   i. System should have the provision to capture the equired information related to claiming of crop		

	insurance against the KCC/agricultural loan.
	j. SHG / JLG/FPC financing and delivery of Interest subvention and subsidies
	3.2 Agriculture Infrastructure Schemes
	a. Financing of Construction of Storage facilities (warehouse, market yards godown and silos) including cold storage units/ cold storage chains designed to store agriculture produce/products irrespective of location with or without tie up with FCI/PUNGRAIN etc.
	b. Financing of Plant Tissue culture and agri-biotechnology , seed production, production of bio-pesticides, bio –fertilizer, and vermi composting
	3.3 Agri-allied and ancillary Activities
	  i. Food and Agro Processing and other product that Sacco may launch in future.
	  ii. Agri-clinic and agri business to agri graduates.
	  iii. Customer Service units for farmers.
	  iv. Loans to MFIs.
	  v. Loans to Co-operative Societies of farmers.
	  vi. Loans to PACS/FSS/LAMPS.
	  vii. Dairy Loan
	  viii. Poultry Loan and various other allied activities
	  ix. Financing against warehouse receipt
	  A. Social infrastructure for schools, health care, drinking water and sanitation.
	  B. Individual renewal energy loans i.e solar based power generators, biomass based power generation, wind mills, micro hydel energy, Non-conventional energy, public utilities.
	  C. Loans to
	  a. SHG/ JLGs provided directly by Sacco to individual living below a particular income level in rural and urban areas.
	  b. Govt. agency for slum clearance.
	  c. Housing projects for weaker sections
	Any other loan scheme as per the requirement of the Sacco would be required to be brought into LOS.		

37.3	System should upload information through batch as well as online mode containing the application details.		
37.4	Land record retrieval in LOS from various state govt. portal/agencies. Mutation charge on land record uploading on government portal with data and		

	attachments.		
37.5	Integration of crop loan with PMFBY portal		
37.6	SHG loan processing and able to collect/ retrieve/ process individual member details and loan disbursal to individual members' Sacco account.		
37.8	System should be capable of capture, store and process Loan applications based on State wise/District wise/ Crop wise/ Irrigation facility wise/ and any other definable parameter wise Scale of Finance as per RBI/NABARD guidelines on yearly basis.		
38	**MSME SEGMENT (Specific Requirements)**		
38.1	Should define various kinds of loan schemes like trader, small business loan, mudra, loan to professional/self-employed, commercial vehicle, doctor loan, loan against stocks & book debts, CA loan, GCC, udyog bandhu, all types of government sponsored schemes etc as per the currently available Sacco schemes and any scheme that is brought in future. Details shall be shared during SRS.		
38.2	Integration of Government sponsored scheme MSME accounts with relevant portal		
38.3	Types of facilities like PMEGP/ PMMY/ NEEDS/ Start Up/ Stand Up/ Proposals through Udhayami Mitra Portal to be configurable.		
38.4	System should be capable of capturing, storing and processing Loan applications based on state wise/District wise.		
38.5	System should have provision to capture vital data (including Financial Documents Type of Organization, Business registration number, Place of incorporation, Number of years in business Equity Structure, Ownership structure, Contact Information, Directors & Key Management, Business operations etc.) as required for Non Individual Customers, Risk rating and MIS		
38.6	System should able to update comprehensive stock statement, book debts, tangible and intangible securities for calculating initial working capital limit, drawing power, loan limits etc.		
38.8	Should allow the borrower to provide the data of more than one registrations.		
38.9	Should provide a detailed MCA report of Companies in order to equip the Sacco with the information to better assess the proposal of the borrower.		
38.10	Should provide Sacco a gateway to fetch Land records like Non-encumbrance Certificate (NEC).		

38.11	Sales Team/ Branch should complete Data Entry in LOS and submit the file to SME Hubs.		
39	**RETAIL SEGMENT (Specific Requirements)**		
39.1	System should be capable of capturing, storing and processing Loan applications based on state wise/District wise/ and any other definable parameter wise as per RBI/NHB guidelines on yearly basis.		
39.2	The system should define and support loan portfolios like Housing loans, Vehicle loans, Mortgage backed loans, Consumer durable loans, Personal loans, Education loans, Reverse Mortgage Loans, Commercial Vehicle Loans, Small Business Loans classified under Retail Credit, Rent Receivable Loans etc.		
39.7	Integration with respective state RTOs online platform for lien creation/termination of charge on vehicle(s) for the vehicle loan(s) sanctioned.		
39.8	Application workflow should support Insurance coverage. Right From calculation of premium, member form, tagging of loan accounts new/existing, Premium calculation to reporting of information through MIS.		

Technical Requuirnment:

S. No.	Requirements	Available (Y/N)
1	The selected vendor should host the solution at Sacco's premise/ advised premise in High Availability mode, Sacco's internet site along with DR and a minimum uptime time of 99.50 %.	
2	The architecture should have the ability to increase the number of concurrent instances to keep the application and database server parameters below 70% utilization (CPU and Memory)	
3	The product should support SSO (Single Sign On) for all modules of Sacco credit management system (LOS) with Core Banking System. The product should be able to interface with the core Banking system Core Banking System and able to pull/push data from/to Core Banking System	
4	Solution is platform agnostic – not dependent on a particular hardware setup.	

5	Solution is capable and being offered in such a manner that includes installation either as a single instance or multi instance depending on Sacco's requirements.	
6	The proposed solution should be capable of handling multi-currency, multi-product LOS administration and services. Product can be implemented on a Centralized/ localized and/ or a Hub and spoke model implementation. The solution needs to have an inbuilt feature of assigning/ reassigning tasks even across various branches/zones.	
7	Workflow based design for various applications and transaction originations & management.	
8	Supports real time replication of data from production site to DR site and permit manual and automatic shift of the application to the DR site.	
9	Application supports database and OS level clustering.	
10	Application should be light weight that is easily accessible even in branches with low bandwidth availability.	
11	The selected vendor has to deploy the application in the Production, DR and Training and Development/UAT environments.	
12	Product can be customized for different jurisdictions as per the local Regulations as well as client needs.	
13	The product should offer maximum flexibility in User administration for all the modules while making available all the required user control tools at the hands of the Sacco users. The solution should support	
	super administration for the Sacco as a whole as well as local administrators and user controls at Head/ Regional/ branch level.	
14	The vendor should provide necessary changes in the LOS to meet the regulatory/statutory guidelines/requirement free of cost to the Sacco during the contract period.	

15	The vendor shall do proactive monitoring and do capacity planning well in advance at regular intervals and advise the Sacco on software/hardware upgrades.	
16	Adequate staging procedures for supporting staging and availability of system 24*7*365.	
17	Test environments should be 50% to production environment in terms of data, whereas application wise test environment should be replica of production environment.	
18	Integrity of data to be maintained at 100% of time.	
19	Encryption to be used for data traveling between LOS and other interfacing applications.	
20	LOS should comply with the IT Security Policy, Cyber Security Policy and IT Policy of the Sacco.	
21	The Service Provider shall create adequate controls ensuring that, when exception or abnormal conditions occur, resulting errors do not allow users to bypass security checks or obtain core dumps.	
22	Client account, transaction data or any sensitive information is encrypted when in transit.	
23	System provides comprehensive audit trail and audit logs features to monitor activity of all programs/functions/processes and data files etc. and as per Sacco's Policy and/or requirements. Audit logs should contain logs for all users including admin users.	
24	Segregation of duties is permitted (e.g. segregated function between system and application administration). Should allow multi-level admins i.e. system, functional etc. with modular approach in every kind.	
25	Ability to define groups so that access can be categorized.	
26	All modules in the system are fully integrated and provide online processing for Mobile/Web channels, real time updates and batch processing for offline processing like KCC in camp mode.	
27	Provide support to standard messaging protocols for interfacing.	

28	The system should have the ability to rollback a transaction to a particular stage and restart, if required.	
29	Interface able to handle exceptions (e.g. will output to log files, retries) when unsuccessful. Able to handle continual processing or gracefully terminated.	
30	The application should support various web servers and web server should scale to future Sacco requirements.	
31	Provide support for store-and-forward mechanism in case of a communication breakdown.	
32	Transaction screens should display system information including Processing Date, Current Time, Current User and other necessary information.	
33	Daily activity reports are provided to highlight all the transactions being processed during the day.	
34	Recording of Unsuccessful attempts to log-in to the system.	
35	System to provide session log files. The user should be able to analyze the information (e.g., account id, session time etc.).	
36	System should provide tracking of the client's IP & Network Interface address.	
37	Support for integration with standard report writers to generate user defined reports.	
38	The application software should be Platform independent wrt OS, third party tools etc.	
39	The Vendor should provide perpetual Corporate License of the software(s) to the Sacco having no limitation based on No of the Users, No. of the Branches, Nature, Location and Type of Branches etc.	
40	System should have the capability to interface with Credit Bureau and other External systems, Credit Scoring System, Document Management System,	
	Risk Management System, SMS and Email System, CERSAI System, Other systems of the Sacco to capture Customer details, existing Liabilities, Defaulters, Mortgaged property, Negative Database etc. The vendor has required APIs for the desired interfacing.	

41	Facility to interface with any Negative database of Customers, Property, Vendor, Sourcing Agency (external database if available) etc.	
42	Proposed Software is to be integrated with Core Banking Solution i.e. Core Banking System Ver 7.X (running in Oracle DB) for fetching Customer and other Data required for processing, Online account Opening and other referral work. The Sacco is in the process of migrating to Core Banking System Ver. 10.X and hence the proposed software should have capability to be integrated with both the versions of Core Banking System mentioned above. No additional charge will be payable by the Sacco for migrating to Core Banking System Ver. 10.X and normal course of business should not be affected.	
43	The LOS system architecture must be scalable and shall support increasing number of users and concurrent processing	
44	System should be able to access and use Customer and other information from Core Banking System during Loan processing. Accounts are to be opened in Core Banking System Core Banking System Ver. 7.0.25/10.X	
45	System software and required hardware for supporting the required present/future volume to be mentioned as part of the technical requirement. It can be given with the current concurrency of 1900 and annual increase of up to 15-20% for next 5 years. Volume of loan applications processed per day can be taken as 2500 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.	
46	The Application software should have capability of being integrated with other Customer Sourcing channels like Internet, Mobile (Android + iOS), Tablets and other devices. Further the application should be accessible through other devices like	
	Mobile, internet etc. for Loan processing / Approval by Sacco's Officials on the move	
47	System should provide separate Admin Modules for System and User Admin functionalities.	

48	Documents to be stored page wise and be retrieved page wise so that bandwidth usage is minimized	
49	System should be capable of validating data at entry as well as during "Save" level.	
50	Facility to upload and attach scanned images of documents with the application in compressed and encrypted form. The different users in the workflow can view the images.	
51	All integration should be in STP mode with/without minimum intervention from user and leveraging existing platform	
52	Application should work satisfactorily with low bandwidth (32 kbps VSAT/64 Kbps lease line)	
53	Application should be compatible with any Web Browser like, Internet Explorer 8.0 and above/ Mozilla Fire Fox/ Google Chrome etc.	
54	System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the vendor to the Sacco. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests etc. Sacco staff/ third Party Vendor designated by the Sacco will carry out the functional testing. This staff/ third party vendor will need necessary training for the purpose and should be provided by the Vendor. Vendor should carry out other testing like resiliency/ benchmarking/ load etc. Vendor should submit result log for all testing to the Sacco.	
55	Computer Security audit/Information Security Audit of LOS and its associated software applications may be conducted by the Sacco or any auditor appointed by the Sacco. The vendor shall conduct or help the Sacco in conducting source code audit/review of the provided solution without any added cost to Sacco. The successful bidder has to remedy all discrepancies observed in the audit findings at no	
	additional cost to the Sacco.	

56	Change Request for configuring/creating additional parameters, amending/creating workflows, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the Sacco free of cost in the contract period.	
57	The system should have the tool/facility to create/customize/configure/modify any report, document, page, form, workflow, loan parameter, loan scheme, loan product, loan amount computation methodology etc. by the technical team of the Sacco itself without depending on the selected bidder.	
58	**DOCUMENTATION** The following minimum documentation (original copy and copy) on any proposed software components must be made available in English: 1. General functional description 2. Set up and installation guide 3. User guide including: - 　a. Screen layouts 　b. Report layouts 　c. Transaction processing rules 　d. Operation authorization descriptions 　e. Error correction procedure descriptions 4. Error tracking and defect resolution documentation process 5. System administrator guide including: - 　a. Data base administration guide 　b. Data backup guide 　c. System security and access guide 　d. System audit trail guide 　e. Glossary of terms 　f. Necessary training for version upgrades / system maintenance 　g. Changes in usage of the system in case of major upgrades 　h. Detailed SRS (System Requirement Specifications) Document 6. High Level Architecture Document. 7. Techno – Functional Risks and Mitigation Document 8. Functionality Traceability matrix 9. High Level Design Document 10. Test Plans	

	11. Comprehensive Test Cases Document (Unit, Integration and UAT Test Cases tested) 12. Deployment Plan Document 13. Content Management Guide 14. Change Management Methodology Document 15. Security Guide 16. User Management Guide 17. Release Notes 18. BCP Guide	
59	Development of a separate mobile application for sourcing leads (lead management) from Direct Selling Agent (DSA), HLC (Home Loan Counsellor), BC (Business Correspondent), staff, etc.	
60	Development of a separate portal from which customers should be able to manage their loan applications/proposals viz. apply for loans, upload documents, check application status, etc.	
61	Bidder will be required to provide root cause analysis for all performance and availability problems that occur. Formal root cause analysis to be delivered within 5 days of problem occurrence, including- a. Explanation of the root cause b. Actions taken to resolve the problem c. Action plan to prevent recurrence, with project plan/tasks required and timing for each major milestone of the correction effort, and identification of Sacco's responsibilities in the correction process.	
62	Undertake and assist the Sacco official the following server administrator activities (indicative): a. Solution software Re-installation in the event of system crash/failures b. Configuring file systems, volumes and apportioning disk space. c. Ensure proper configuration of server parameters. d. Periodic system performance tuning. e. Addition, deletion, re-configuration of devices, additional users etc. f. Implementing security patches on servers at all levels. g. Security management - Configuring account policy, access rights, password control as per Sacco's security policy. h. Ensure all critical services are running properly on the servers. Schedule and optimize these services. i. Maintain lists of all system files, root directories and volumes. j. Performance tuning of servers and other	

	equipments k. Monitoring access logs and application logs l. Purging of temporary Files, logs in accordance with Sacco's policies m. Data backup and restoration. n. Applying service packs, hot fixes and security rollouts. o. Troubleshooting Problems etc. p. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Sacco	
63	Undertake with and assist the Sacco official the following server administrator activities (indicative): a. Configure Backup for automatic backup of Application and Data. b. Recovery of Data in case of necessity etc. c. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Sacco	
64	Monitoring and confirming the DR replication and performing DR Drill: a. Ensuring that the application maintains the RPO and RTO as per Sacco's requirements. b. Performing switchover and switchback operations for DR drills as per the Sacco's requirements. c. Coordinating with Sacco for creating infrastructure for Disaster Recovery and Business Continuity Management as per Sacco policies.	
65	All professional services of the vendor required for complete installation, commissioning and maintenance of the solution shall be included in the scope of work.	
66	Solution must integrate with the Sacco's existing network and security solutions.	
67	The SI will be responsible for notification of new versions / releases of the LOS software and supervise their implementation in mutually agreed deadlines.	
68	The LOS software service must be conducted in a manner not compromising the security and integrity of Sacco's data and not compromising the quality of operation of branches and administrative offices, particularly the services rendered to customers.	
70	The Bidder will be providing End User Training as mentioned in Scope of work of RFP	
71	The bidder will be providing Technical and operational training as mentioned in Scope of work of RFP	

| 72 | The bidder will be providing solution along with all the requirement (non-exhaustive) as mentioned in "Part-IV Scope of work" of RFP mentioned above for Retail, MSME and Agriculture Module. | |

The major responsibilities as specified above are indicative only and are not exhaustive in any manner.

COMPLIANCE SHEET

<u>DECLARATION</u>

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Sacco in the RFP Ref No. Tender NO. FCSL/RFP/01/2023   Date: XX/XX/2023 including all annexures, addendum, corrigendum and amendments, if any. We certify that the services offered shall be in conformity with the terms & conditions and Scope of Work stipulated in the said RFP.

Authorized Signatory:
Seal
Date:
Place:

Format of Masked Commercial for RFP for Supply, Implementation & Maintenance of Sacco credit management system (CMS)

All Cost mentioned shall be quoted in Kenyan Shillings Only.

Sl. No	Item Description	Total cost exclusive of Taxes	rate (%)
1	**Software Cost**		
1.1	Cost of Solution (CMS) with one year warranty		
1.2	Implementation cost (including installation, configuration, customization, Integration, testing, Acceptance, etc. of CMS)		
	Total (A)= 1.1+1.2		
2	**End User Training cost**		
2.1	**Total Cost** of End User Training 180 persons **(B)**		
3	**Technical and Operations Training cost**		
3.1	**Total Cost** of Technical and Operations Training 10 persons **(C)**		
4	**ATS Charges**		
4.1	ATS Cost of CMS for 2nd Year		
4.2	ATS Cost of CMS for 3rd Year		
4.3	ATS Cost of CMS for 4th Year		
4.4	ATS Cost of CMS for 5th Year		
	Total cost of ATS (D) = 4.1+4.2+4.3+4.4		

Cost of Licenses					
Sl no	**Description**	**DC**	**DR**	**UAT**	**Total**	**rate (%)**
6.1	License cost for Server (operating System)					

6.2	Licenses cost for Database						
6.3	License cost for Middleware						
6.4	License cost for any other software (if any) required for complete setup.						
6.5	Total Cost of ATS for total project duration.						
	TOTAL (E)						

Total cost of Ownership (A+B+C+D+E) (in Figures)	
Total cost of Ownership (A+B+C+D+E) (in Words)	**Shillings** _____**Only.**

We confirm that:-

1. All prices should be quoted in KSH only.

2. The calculation for arriving at TCO is properly mentioned in the appropriate columns and we also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO the Sacco will have the right to correct the same and it will be binding upon our company.

3. If the cost for any line item is indicated as zero or blank then Sacco may assume that the said item is provided to the Sacco without any cost. All cost is quoted in KSH only.

4. Sacco has discretion to keep any of the line item mentioned above as optional as per Sacco's requirement.

5. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.

6. Lowest Bidder (L1) will be determined on the basis of **Total Cost of Ownership**

(TCO) for 05 years.

7. In case of any discrepancy between figures & words, the amount in words shall prevail.

8. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.

9. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.

10. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.

11. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Sacco's RFP dated XX.XX.2023 and subsequent pre-bid and amendments.

Company Seal   Authorized Signatory

Date   fName & Designation: