Annex 1

21st May, 2021

To all Prospective bidders,

KRA/HQS/RFP-057/2020-2021: PROVISION OF CONSULTANCY SERVICES FOR ENTERPRISES CONTENT MANAGEMENT SOLUTION(DOCUMENT MANAGEMENT SOLUTION, RECORDS MANAGEMENT , SCANNING SOLUTION ,CORRESPONDENCE MANAGEMENT SOLUTION AND BUSINESS PROCESS MANAGEMENT).(RE-ADVERTISEMENT)

Note :

Bidders are advised to take note of the Technical Specifications which entail the Maximum Scores & Cut-off score that will be used during evaluation process

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
DOCUMENT MANAGEMENT SYSTEM (DMS)				
1.0	Automated Information and data capture	1. The system shall support document creation including but not limited to; o Forms o Reports o Memos o Files		2

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		2. The system shall allow for Meta data capture containing but not limited to; o Content Creator o Source of data o Reference number o Classification code o Sensitivity level o Date created o Due date o Date modified o Last date modified o Status (draft, reviewed, approved, closed) o Document version o Location in the repository o File size o Title/subject o Key word/tag		7.5
		3. The system shall be able to provide Document linkages where necessary		1.0
		4. The system shall have a well-defined data capture module for support of; o Document processing o Data validation o Index building o Image enhancements o Image sizing		2.5

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		5. The system shall be able to support the capture of digital records of at least the following formats: o Emails o Attachments – audio, media, compressed etc. o OCR documents o Images - .tiff, jpeg, gif, PDF etc.		2.0
		6. The system shall have capability for automatic segregation of documents/records based on the following; o Barcode o Blank page o Fixed page o OCR		2.0
		7. The system shall have ability for form processing and auto Form recognition		1.0
2.0	Document scanning and imaging	1. The system shall support scanning, imaging and indexing of bulk documents		1.0
		2. The system shall support scanning from multiple device types		2.0
		3. The system shall support Categorization of scanned documents as different documents but not limited to; o Forms o Reports o Supporting documents		1.5

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		4. The system shall allow for indexing, quality checks and verification during scanning		1
		6. The system shall support scanning of multiple pages into batches for auto/manual processing		1
		7. The system shall be able to generate extensive reports and audit trail		1
		8. During scanning the system shall provide for automatic correction of parameters like; o Format/ compression not proper o Skew o Wrong orientation o Error in automatic cropping		2
		9. During scanning. The scanning solution shall provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository		1
		10. There shall be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc.		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		11. The system shall support all the special image enhancement functionality offered by the scanner through the driver interface		1
		12. The system shall have the capability of scanning on Linux platform		1
3.0	Hierarchical File Indexing & Classification	1. The system shall organize digital documents are into a central repository built on folder structures that keep documents automatically organized by department, creation date or other information governance parameters		1
		2. The System shall provide facility to index folders, files and documents on user-defined indexes like department, ministry, file number, year etc.		1
		3. The system shall facilitate manual and automatic indexing using OCR functionality or from other applications		1
		4. The System shall support Automatic full text indexing for Text search		1
		5. The scanning and document management solution should allow seamless integration with the scanners already in use by the authority.		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
4.0	Content/Document storage	1. The system shall be able to store documents in a digital repository o Scanned documents o Non-scanned documents o images o Metadata		2
		2. The system shall be able to provide for flexible organization of documents		1
5.0	Search & Retrieval	1. The system shall support search and retrieval of documents, folders on document or folder on profile information based on the following criteria; o File Name o Document Name o Date created o Date modified o Accessed times o Keywords o Owner o Tag.		4
		2. The system shall support saving of search queries and search results for reusability		1
6.0	Collaboration and document sharing	1. The system shall be able to provide the following features; o Controlled document sharing o Controlled modification o Document publishing		1.5

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
7.0	Check-in/check-out and locking	1. The system shall coordinate simultaneous editing of a document to prevent one person's editing from overwriting another's		1
		2. The system shall support Check-in and check-out features to ensure information integrity and streamline collaboration		1
8.0	Mail/document management	1. The system shall support receiving of incoming mails, documents and memos		1
		2. The system shall support marking of documents /memos to relevant person for action		1
		3. The system shall allow for electronic circulation of records for actioning		1
		4. The system shall allow for tagging of actions and inclusion of sticky notes		1
		5. The system shall allow for trail of records/tasks and alerting of actioned officers		1
		6. The system shall track time bound period of action before escalation		1
		7. The system shall allow for secured notes/content to be visible only to authorized users		1
		8. The system shall store image annotations as separate file and the original document shall remain unaltered		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		9. The system shall ensure that the electronic documents have the same look and feel as the original document		1
		10. The system shall provide facilities for locking documents/records for editing		1
9.0	Document life cycle management	1. The system shall be able to support the following document life cycle activities o Creation o Reviews o Approvals o Closure o Data archival o Controlled reinstatement o disposal		3.5
10.0	Recognition requirements	1. The system shall support the following capabilities; o Optical Character Recognition (OCR) o Hand writing recognition (HWR) o Intelligent Character Recognition (ICR) o Optical Mark Recognition (OMR) o Barcode Recognition		2.5
11.0	Document assembly	1. The system shall support auto generation of documents based on predefined templates		1
		2. The system shall support creation of and management of submittable user forms		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
12.0	Reports, statistics analytics and BI	1. The system Shall have inbuilt reporting capabilities		1
		2. The system shall support document output to predefined formats		1
		3. The system shall have support or have capability for ad-hoc reporting		1
		4. The system shall be able to provide the following types of reports; o Standard reports o Charts o Graphs o Dashboards		2
		6. The system shall support generation of statistical and management reports like: o Number of pending items o Time taken to complete each task o Process History Report o User Performance Report o Average Process Time Report o Participant Report o Participant Processing Time Report o Process Definition Summary Report o Exception Details Report o Expired Work item Report		5

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
13.0	Backup and disaster recovery	1. Shall provide facilities that support secure storage of data and disaster recovery		1
		2. Shall be able to maintain full integrity of data, documents and records after restore		1
		3. Shall have a capability to integrate with KRA enterprise backup solution		2
B.	C.			
1.0	Correspondence receipt, recording and actioning	1. The system shall have a facility for data capture of correspondence details including but not limited to; o Correspondence date o Correspondence time received o Correspondence category (Memos, Letters, Emails, Files, etc.) o From o Subject o Actioned to, o Required action, o Target date o Status		4.5
		2. The system shall allow for adjustment of target date when such adjustment becomes necessary		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		3. The system shall provide a system calendar and time to enable users select date values as opposed to keying in manually when raising, responding to or closing of tasks, hence the time and date field shall be greyed out and locked from updating		1
		4. The system shall have ability to create official letter responses, their review and approvals for dispatch		1
		5. The system shall have ability to categorize correspondence into; o Outgoing o Incoming o Internal		1.5
		6. The system shall have ability to link correspondence to previous correspondence based on; o Subject o User action		1
		8. The system shall have ability to attach documents		1
		9. The system shall have ability for auto generation of documents based on predefined templates		1
		10. The system shall have ability to make change requests for identified documents		1
		11. The system shall have ability to add comments to correspondence		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		12. The system shall have ability to update records to add more details when necessary		1
		13. System shall have ability to close tasks		1
2.0	Data validation and field locking	1. The system shall enforce data validation especially on start date and target date of a task to prevent capture of invalid values		1
		2. The system shall ensure that mandatory field values are provided before a record can be saved o Subject o Details o Doc Reference No o Source o Priority		2.5
		3. The system shall allow for locking some fields from amendment by users e.g. The Action details field shall be greyed out and locked		1
		4. The system shall allow for automatic picking of task closure dates from the system date and locking the same from modification/change when updating a record		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
3.0	Security controls and document protection	1. The system shall support ability to apply configurable classification scheme and the associated business rules		1
		3. The system shall support correspondence configurable priority setting including but not limited to; o High o Medium		1
		4. The system shall enforce restriction of the correspondence to internal staff when necessary		1
		5. The system shall support ability to ensure only those authorized to access classified documents are able to access		1
		6. The system shall provide for protection of confidential documents/content from those not authorized to see them especially during cascading to departments and below		1
5.0	Tasks allocation routing and distribution	1. System shall have ability to route correspondence to respective action parties		1
		2. The system shall support ability to assign correspondence/documents and actions to an individual user with timelines for completion		1
		3. The system shall allow for delegation of an action point from an actioned person to another when that becomes necessary		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		4. The system shall allow for cascaded delegation of tasks e.g. from CG to departments and to divisions or sections		1
		5. The system shall support ability to distribute documents/correspondence to individual users/user groups and track progress		1
6.0	Action tracking and reporting	1. The system shall have capability to track and report on the progress of the correspondence and whether what was required to be done has been done/achieved		1
		2. The system shall allow for Visibility on what has been done at every stage		1
7.0	Version control	1. The system shall allow for Version control of documents/ correspondence		2
8.0	work flow processing	1. The system shall support ability to manage workflow processes from start to close o Cascading o Routing o Reallocation o Reversal		2
		2. The system shall have ability to support workgroups		1
		3. The system shall have ability to provide feedback		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
9.0	Search & Retrieval	1. The system shall have ability to search and retrieve documents		1
10.0	Check-in/check-out and locking	1. The system shall have ability to provide secure check in and check out of documents		0
11.0	Integration support	1. The system shall have ability to integrate with; o AD – For user authentication o Lotus notes – For alerts and notifications		4
12.0	Alerts and feedback	1. The system shall have ability to send alerts to actioned staff		1
		2. The system shall ability to provide feedback on actions taken		1
13.0	Reporting	1. The system shall allow for visibility into tasks actioned to various players by their supervisors		1
		2. The system shall generate reports on implementation status on actioned tasks		1
		3. The system shall provide visibility on what has been done at every stage		1
		4. The system shall provide reports which indicate the interventions undertaken on various correspondence activities with system generated (un-modifiable timelines)		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		1. The system shall provide visibility on aging of correspondences and actions points		1
		2. The system shall have a facility to create Paper profile of a Correspondence in the repository, in case correspondences are not scanned		1
		3. The system shall provide a facility to view correspondences and indexing fields		1
		4. The system shall have a facility to add a Note with a correspondence		1
		7. The system shall have a facility to save the correspondences in an existing file		1
		8. The system shall have a facility to route the correspondences using workflow feature of a system		1
		9. The system shall support ad-hoc routing of a document		1
		10. The system shall have a facility to prepare response and attach with the correspondences workflow		1
		11. The system shall provide an interface to track & search the status of a correspondences in a workflow		1
		12. The system shall have a facility to send the reminders		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		13. The system shall have a facility to generate various reports with regards to correspondences workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc.		1
		14. The system shall have a facility to track a department where a correspondence is pending		1
		15. The system shall have a feature to recall a correspondence from another user.		1
		16. The system shall provide an advanced search interface for tracking & searching a correspondence based on dates, subject, pending with, completed by, pending since etc.		1
C.	D.			
1.0	Record Registration /Creation	1. The system shall be able to create and/or capture record attributes including but not limited to; o Unique identifier o Title o Description o Date of record		2
		2. The system shall be able to automatically capture metadata including but not limited to; o Date of creation o Created by o Location o Accessed by		0

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		3. The system shall allow configuration of business rules and policies for; o Record archival o Record retention o Record disposal		1.5
		4. The system shall be able to apply classifications to content in the background based on predefined business rules		1
		5. The system shall have ability to build a list of keywords or index, associated with the record		1
		6. The system shall provide an configurable capability for sorting and classification of records as per the record keeping structure (File Plan) of department		1
2.0	Storage and Maintenance	1. The system shall have ability to manage records in-place across a variety of platforms		1
		2. The system shall have capability to apply retention and classification rules		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		3. The system shall be able to handle multiple content sources, it also needs to manage different content types including but not limited to; o Physical records o Emails o Conversations o Social media content		2
		4. The system shall be able to manage different content types from multiple repositories		2
		5. The system shall manage lifecycle of documents through record retention, storage, retrieval and automatic application of record defined destruction policies		2
		6. The system shall have a provision to define physical location of record management facility		2
		7. When record is moved out of the facility, system shall have a capability to capture the transport / courier detail		2
3.0	Work flow processing	1. The system shall support automated workflows for business processes such as but not limited to; o Routing o Review o Approvals o Archival.		2

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
4.0	Search and retrieval	1. The system shall provide a mechanism to search and retrieve records based on search criteria and queries		1
5.0	Access and security monitoring	1. The system shall have a capability to assign and implement rights and restrictions that protect records against unauthorized or inappropriate use or access		1
		2. The system shall prevent the unauthorized destruction or deletion of registered physical and digital records and associated metadata		1
		3. The system shall provide safeguards against unauthorized changes being made to those records		1
		4. The system shall provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule components of record categories. The complete schedules would be as per the organizational policies.		1
6.0	Action Tracking	1. The system shall have a capability to log, monitor and show events carried out on the record, date of the action and by whom such as o User access o Additions o Alterations o Deletions		2
		2. Solution shall have a provision to move & track a record among users within office/across locations		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
7.0	Reporting	1. The system shall provide report on the Records in the selected file plan component such as such as number of records present, number of record folder, Record creation date, etc. o Report on activities of the selected user o Report on the Request/Return activities o Report on overdue items o Reports on records, whose retention period are getting over in specified time o Reports on disposition schedule		2.5
8.0	Integration	1. The system shall provide APIs to be able to; o integrate with numerous content platforms o integrate with various repositories o integrated with other business systems		1.5
9.0	Import/Export	1. Solution shall have facility to export / import electronic record with metadata in XML format		2
10.0	Records Disposal	1. The system shall have a capability for identifying records that are due for disposition		1
		2. The system shall only facilitate authorized disposal of records		1
		3. The system shall log and show information on disposal actions such as date and time of disposal and by whom		1
		4. Once a record has been put forward for destruction, the operation should only be executed once it has been approved and confirmed by the appropriate Approval Officer		1

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		5. When a record is destroyed, the system should preserve the metadata		1
		6. Record disposals should be aligned with KRA General Disposal Schedules		1
11.0	Provision of audit trails	1. The system shall maintain an audit trail of all actions made against records		1
		2. When a record is deleted, the system shall preserve the metadata of the deleted record so that information on historical actions taken on the record and by which users, can be traced		1
12.0	Compliance to relevant standards and policies	1. The solution should allow proper document lifecycle management with regards to retention periods and expiry of documents past the retention period.		1
		2. The system shall be certified to Record Management standard like DoD 5015.02 or equivalent standard		2
		3. Solution shall include Records Management component to comply with regulatory and legal policies for long-term archival of content		1
		4. Solution shall include Records Management component to comply with regulatory and legal policies for long-term archival of content		2
		5. Solution shall have a facility to define disposition schedule / policies for record		1

D.	E.

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
1.0	Capture of action points	1. The system shall allow for capturing of action points. The following details shall be captured at minimum o Tittle of the meeting o action point o Responsibility o Time frame		2
		2. Ability to assign action points to the allocated actors		1
2.0	Action points tracking and accounting	1. The system shall allow for the allocated actors to update action points with actions taken		1
		2. Allow for delegation of an action point from an actioned person to another when that becomes necessary		1
		3. The system shall tie accountability to the allocated actor		1
		4. The system shall allow for closing of completed tasks		1
		5. Ability to revert an incomplete task to the affected actor		1
		6. Ability for adding comments to allocated task		1
		7. Ability to attach documents		1
3.0	Alerts and feedback	1. Ability to notify those assigned action points through alerts		0
		2. Ability to send reminders for pending actions for overdue actions		0

NO	FEATURE	MINIUMUM SPECIFICATIONS	BIDDERS RESPONSE	Max Score
		3. Ability to provide feedback to stakeholders		0
4.0	Integration	2. The system shall allow for integration with; o AD for user authentication o SAP for user validation o Lotus notes for alerts		2
	Total Scores			**208**

F. AUTOMATION OF MANUAL SCM WORKFLOWS

In addition, on the automation of manual SCM workflows the solution should be a software application with workflow, data capture and entry automation capabilities to manage digital records and collaboration between all application departmental users and stakeholders. The solution must have clear capability for ***digital document handling (capture/scan)*** with clear ***digital document Lifecycle management*** via multiple process initiation and ***approvals via workflows*** and ***output in process and end process document generation with clear KPI, SLA and process and Business Intelligence (BI) reporting capability.*** It should also offer **dashboard reporting and electronic signature**

E. AUTOMATION OF MANUAL SCM WORKFLOWS				Max Scores
NO	**FEATURE**	**MINIMUM SPECIFICATION**	**BIDDERS RESPONSE**	**1**
1.0	Annual Procurement Plan –(APP)	**Functional Requirements**		1
		Capability to notify users to submit their Annual Procurement Plan requirements		1
		Capability to have the user to submit the their departmental procurement plans		1
		Capability to consolidate the annual Procurement Plan from the departmental submissions		1
		Capability to provide a system that is based on real time updates done on the plan		1
		Capability to make Annual Procurement Plan modifications based on reviewed budget		1

		Capability to periodically roll-up and assess/monitor and report the budget-(Monthly/Quarterly)		1
		Capability to perform drill down request pertaining to division, cost centres, funds, accounts, projects, etc.		1
		Capability to apply percentage increase/decrease to any line item category in the Annual Procurement Planand assess impact on Annual Procurement Plan as a whole		2
		Capability to provide multiple calculation methodologies for statistical, real, nominal (revenue and expenditure) account Annual Procurement Plan monitoring and "forecasting"		2
		Capability to Tracking of funding by Annual Procurement Plan phase (e.g. Base, Proposed, Adopted, Amended/Adjusted, and Implemented)		2
		Capability to identify all Annual Procurement Plan components as either direct Procurement , Low Value Procurement , Donor		2
		Capability to Attach/submit supporting documents i.e. attachments (e.g. excel, PDF, word files etc.)		1
		Capability to Access data and generate report real time reports after import into the system		1
		Input and document performance measures e.g. % of Annual Procurement Plan consumed		2
		Capability Populate current Annual Procurement Plan requests with data from previous year's requests		1
		Ability to tie the funds on the approved APP and any reallocation of the funds needs approval from DC supply chain		1

		Capability to filter requests not in the approved Annual Procurement Plan		1
		Capability to identify procurement items out of time		1
		Reporting Requirements		
		Capability to extract and use historical Annual Procurement Plan information by cost centre (department), job inquiry (capital project), ledger types etc. for trend analysis over time		1
		Capability to identify and report by fiscal year any change (increases and decreases) to base Annual Procurement Plan by division, cost centre, fund, etc.		1
		Capability to perform queries to obtain list of Annual Procurement Planrequests that meet user defined criteria for any combination of data fields in the Annual Procurement Planrequest		1
		Capability to produce the Historical Budget		1
		Capability to capture, track, and report progress of divisions key performance indicators and program performance measures over multiple years		1
		Capability to easily export reports to other formats after viewing (e.g., Excel or PDF)		1
		Capability to produce reports at any level of detail (e.g., Region, division, cost centre, per material year etc.)		1
		Capability to produce reports that compare expenditures to budget		1

		Capability to produce reports that compare performance against projections		1
		Comparative analysis of Annual Procurement Plan to actuals (e.g. straight lining)		2
		Display of actual expenditure and revenue data by month, quarter, and year		1
		Access to prior year Annual Procurement Plan and Actual data for reporting and analytical purposes		1
		Ability to display report data in graphical form /Dashboards		2
2.0	Request For Procurement	**Functional Requirements**		
		Ability to confirm availability of the item in the Annual Procurement Plan		1
		Ability to assign the Request to the buyer who will work on the PR		1
		Ability to block items that are not in the approved annual procurement plan		1
		Ability to Send Approval Notifications to The Cost Centre Approver/ Person to action on the issue		1
		If the Cost Centre Approver has approved the amount should deduct the Spending against the Annual Procurement Plan Line Item		1

		The Approval notification should be sent to Procurement Team responsible		1
		Ability to send Notification to the user once the request work has commenced		1
		Reporting Requirements		1
		Open POs		1
		Open PRs		1
		Purchase Order Cycle Time		1
		Turn Around Time of Verification of Request		1
		Turn Around Time of Purchase order Approval		1
		Rejected PRs and reasons		1
4.0	Notes on APP	Annual Procurement Plan should be uploaded as per line itemise, and spending should be able to consolidate per cost centre (for reporting)		2
		Rejection of the PR if the item is not in the Annual Procurement Plan for the item/service to be purchased, he/she should source for a supplementary Annual Procurement Plan from the Annual Procurement Plan committee which once approved the new Annual Procurement Plan line item will be uploaded into the system		2

		If the item/service to be procured exceeds the item's budgeted amount, upon approval the system should give the user the flexibility of pulling funds reserve from another line item (in the same cost centre or different cost centre – *only if the there is a consent by the user departments*)		2
		The user departmental heads should be able to have a view of their Annual Procurement Plan spending i.e. Annual Procurement Plan real time status		1
5.0	Evaluation Reports	**Functional Requirements**		1
		Integrate all individual evaluation reports to know final status of evaluation		1
		A mechanism to record the evaluation data		1
		Maintain technician information or obtain from the submitted documents		1
		Ability to create link for evaluation		1
		Reporting		1
		Able to create evaluation order and track its status		1
		Ability to create reasons for rejection		1
		Details of Evaluation Committee members		1
6.0		**Functional Requirements**		

	Professional Opinion	Ability to have a mechanism to record based on the final evaluation report		1
		Ability to develop a template to populate the data		1
		Ability to have approvals done on the system i.e Pick respective approval matrix		1
		Ability to send Notification award to be sent to the service provider		1
		Reporting Requirements		
		Customised reports on all awards		1
		Dashboard Reporting Based on input data provided e. Value of Award ,		1
5				
7.0	Award and Reward Notification	**Functional Requirements**		
		Ability to provide two factor authentications on all application login activities for identified users on the systems stated as per the professional opinion		1
		Issue Notification of Award/Rejection simultaneously		1

		Provide Window to lodge complaint		1
		Reporting		1
		Amount of award		1
		Status of award in terms of where it has reached		1
		Statutory reports E.g. AGPO, BKBK,Terminations and DP reports		1
8.0	Contract Management	**Functional Requirements**		1
		Ability to link the contract /Framework agreement to the Annual Procurement Plan		1
		Maintain contract History		1
		Reporting Requirement		1
		Ability to formulate the contract list of all approved contracts i.e. Framework agreements and Framework Engagements , Leases		2
		Able to show upcoming contracts scheduled for renewal through Notifications to Both User department and SCM 6 Months (*Appropriate time*)		2

		Maintain Contract Performance History		1
		Issue Notification on renewal /expiry date/Depletion date		2
9.0	Reporting - Reports ,Statistics Analytics and BI	Supplier Management		1
		Supplier Appraisals i.e. Supplier development /AGPO,		1
		Number of Suppliers: Track your level of dependency towards your supplier and spend per supplier		1
		Supplier Availability: Measure suppliers' capacity to respond to demand		1
		Supplier Defect Rate: Evaluate your suppliers' individual quality		1
		Lead Time: the total time to fulfil an order		1
		Supplier dependability on purchases		1
		Compliance Rate one that shows if suppliers fulfil your requirements		1
		No performing and non-responsive vendors		1

		No of Evaluation Received and by Value ,Department and date		1
		Running Contracts life Cycle i.e Contracts Review and Contracts not on schedule		1
		No of evaluation reports returned for review -by Value ,department &date		1
		No of Variations Received by Value ,department and date		1
		Number of Professional Opinion/awards by value department and date		1
		Number of Contracts executed by value ,date and duration		1
		100% Track contracts/leases expiry dates to ensure renewal in time		2
		% Savings of the total spend		1
		% Savings comparison between previous year Annual Procurement Plan		1
		Spend per Region/Plant and comparison with previous periods		1
		• Spend Under Running Contracts		1

		• Spend per procurement method e.g. Direct , Open , RFQs		1
		• Spend per department		1
		• Spend on low value procurement		1
		APP (Annual Procurement Plan) Uptake Monitoring		1
		Open LPOs		1
		Open PRs		1
		Lease Renewal Monitoring		1
		Purchase Order Cycle Time- P2P- PR- PO Conversion		1
		Payment Age Analysis		1
		Average supplier credit days - payment terms		1
		Number of Advance Payment, LC		1

		AGPO Payments within 30 Days		1
		Number of Contracts under drafting		1
		Number of Contracts under Execution		1
		Number of Contracts Under Review		1
		Tenders		1
		Tenders Advertised		1
		Tenders Opened		1
		Tenders Under Evaluation		1
		Executed Contracts		1
		Ordered		1
		Terminated Contracts		1
		Purchase Requistion		1
		Procure to Pay Status		1

		PRs Assigned		1
		PRs to PO Converted		1
		PRs to PO not Converted		1
		No of PR and PR Value		1
		PR against APP		1
		Terminated PR		1
		PO delivery Status		1
		Inspection /SES/to Payment		1
		Supplier Appraisal		1
		Contract Monitoring and Administration		1
		Grand Total Score		**147**

NO	FEATURE	MINIMUM SPECIFICATIONS	BIDDERS RESPONSE	Scores
1.0	Automated Workflows	1. The system shall be able to support the following work flow activities; • Initiation/ Registration • Automatically route documents to the right people at the right time • Reviews • Approvals • Action reversal • Task escalation/cascading • Task delegation • Ability to add comments at every stage • Alert staff members when documents require their attention • Action tracking • Reminders • Recognize errors and raise triggers before any extraneous work can be done • Feedback at every stage • Closure • Archival		0.5

		2. The system shall have a **CONFIGURABLE** workflow engine to support different types of document routing mechanism including: • Sequential routing • Parallel routing • Rule based routing • Ad-hoc routing		**0.5**
		3. The workflow management system shall support Inbuilt Graphical workflow designer for modelling complex Business Processes using drag and drop facilities		**0.5**
		4. The workflow management system shall support the definition of roles and allow many-to-many relationships between users and roles to be defined		**0.5**
		5. The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow		**0.5**
		6. The system shall have inbuilt Rule Engine for defining rules		**0.5**
		7. User shall be able to configure dashboard without any coding		**0.5**

		8. The workflow management system shall support integration with Lightweight Directory Access Protocol (LDAP) for domain level authentication and single sign on		0.5
2.0	Access & Security and user accounts management	1. The system support secure login and store passwords in encrypted format		0.5
		2. The system shall support system privileges like • Create users • Delete Users • Update user details • Define indexes • Create documents • Modify documents • Define indexes • Define meta data • etc.		0.5
		3. The system shall support multiple levels of access rights; • Delete • Edit • View • Print • Copy • Download		0.5

		4. System shall only provide support for application based system access rights		0.5
		5. The system shall restrict access to documents, records, fields, documents, folders, annotations and other granular document properties to those authorized		0.5
		6. The system shall be able to provide the following security controls; • Control editing of records and documents to protect integrity and authenticity • Control changes to content of electronic records and documents to only the areas allowed • Restrict users to specific defined functions within the system • Monitor system login and logout, document creation and destruction, password changes and more • Protect sensitive metadata by controlling information access down to individual folders, templates and fields		0.5
		7. The system shall provide the following security features • Support for data encryption • Secure from Manipulation • Access only what is authorized		0.5

		9. The system shall provide LDAP support for integrating with directory services and shall support single sign on		**1.0**
		11. The workflow management system shall support SSL, HTTPS and session timeouts.		**0.5**
		12. The system shall support multi-factor authentication		**0.5**
3.0	Audit Trails	1. The system shall provide audit trails on user actions at folder, document, record by storing user id, name, date and time		**0.5**
		2. The system shall ensure that audit trails cannot be altered		**0.5**
		3. The system shall provide the following audit logs; • Audit trail of record changes • History of record changes • Audit logs (User, IP, location, device etc.)		**0.5**
4.0	Version Control	1. The system shall store edited versions of documents separate from the original		**0.5**
		2. The system shall automatically track modifications to documents and metadata, forming a history of document use to		**0.5**

		maintain compliance with governance standards.		
5.0	Linkage and Integration	1. The system shall be able to integrate with the following systems; • SAP • Lotus • Active Directory		**1.0**
		2. The System shall support integration based on standards such as XML		**0.5**
		3. The System shall provide fully functional APIs for Integration with other systems; • Oracle CRM • SAP • Email Systems – Lotus, Exchange, O365		**1.0**
		4. The System shall support message-based collaboration based on protocols such as HTTP, FTP and SMTP		**0.5**
		5. The System shall support Web based interfaces		**0.5**
6.0		1. The Image viewer shall support comprehensive annotation features including but not limited to;		**0.5**

	Annotation, redaction and Stamps	• marking text • underlining • editing • highlighting • bookmarking • comments • sticky notes • digital signature • Support for text and image stamps.		
		2. The system shall support automatic stamping of annotations with user name, date and time of putting annotations		**0.5**
		3. The system shall provide facility for securing annotations for selective users		**0.5**
		4. The system shall store annotations as separate file and at no time, the original image shall be changed.		**0.5**
		5. The system shall provide facility of taking print outs with or without annotations		**0.5**
7.0	System Administration	1. The system shall support web-based administration module for the complete management of system.		**5.0**

		2. The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries		2.0
		3. The Admin module shall provide easy to use interface for Index structure definition that can be used by different users.		0.5
		4. The Admin module shall provide interface for archiving old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated.		0.5
		5. The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with KRA enterprise backup solution		0.5
8.0	Support for file attachments	1. The system shall have ability to support the following attachments • Photos • video clips • audio • media formats • Text files • Scanned images • Photocopies		0.5

		• Photographs • Other file formats		
9.0	Accessibility	1. The system shall support web based access		5.0
		2. Supported by different known browsers (Mozilla, Chrome, Edge, Opera, Safari as a minimum)		0.0
10.0	Import/ Export of data	1. Shall be based on open standards and have API support for data import & export		0.5
		2. Allow for secure transfer of data in to the following formats; • Excel • Text • Access • Jpeg • MP4 • PDF • Word • XML		8.0

		• JSON		
		3. Solution shall support Bulk Import of image and electronic documents		**0.5**
11.0	Access devices	1. The system shall be accessible from the following devices; • PC and Laptops • Tablets		**0.5**
12.0	Static data management	1. Ability to add new records		**0.5**
		2. Ability to update existing records		**0.5**
		3. Ability to activate/de-activate records		**0.5**
		4. Maintain audit trails for changes		**3.0**
13.0	User accounts management	1. Support for role based access		**2.0**
		2. User access rights and permissions		**2.0**

		3. User authentication and authorization		2.0
		4. The system shall support web-based administration module for the complete management of system		5.0
		5. The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries		0.5
		6. The Admin module shall provide easy to use interface for Index structure definition that can be used by different users		0.5
		7. The Admin module shall provide interface for audit trail		3.0
		8. The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions		7.0
14.0	Multi user-support	1. Support for large numbers of concurrent users		0.5
		2. Storage of large volumes of content.		0.5
		3. High performance report generation		0.5
		1. At least 99% availability		0.5

15.0	System availability	2. Availability within KRA Network		0.0
		3. Support for Redundancy		0.5
		4. Failover support		0.5
16.0	System scalability	1. Highly scalable and ability to extend the system modules		0.5
17.0	Hosting	1. The system should be hosted on premise because of the sensitivity of the data it will be relaying and storing		0.5
		2. The system shall be hosted in a virtualized environment provided by KRA. The bidder shall indicate proposed sizing		0.5
18.0	Training, Knowledge and Skill Transfer	1. The bidder should provide documentation of the solution (user manual, technical implementation documentation, source Code etc.)		0.5
		2. The bidder should handhold KRA team throughout the implementation		0.5
		3. The bidder shall provide both Technical and admin and user training		0.5

		4. The solution delivery should include manufacturer product training for both Database/system administrators and Trainers/Solution Champions by an accredited trainer		**0.5**
		5. The bidder to attach/provide training curriculum, plan and content).		**0.5**
		6. The training shall include provision of training manuals, workbooks, Administrator training guides, training aids, and technical manuals		**0.5**
		7. The bidder should specify the mode of training e.g. onsite, off site e.tc		**0.5**
19.0	Support and maintenance	1. The bidder MUST provide for 24/7 support arrangements within agreed SLA framework		**0.5**
		2. The bidder MUST include vendor premier support that include software/system updates, direct access to manufacturers technical support team, online troubleshooting/support tools and proactive diagnosis services at no cost		**1**
		3. The bidder shall provide support and maintenance for at least 3 years		**1**

		4. Bidder to specify requirements for licensing and renewal, and clarify payment options (Annual, Perpetual, one-off, subscription based, User-based)		0.5
20.0	Implementation timelines	1. The bidder should deliver the customized solution to production within six months from time of contract signing		1
		2. The bidder should provide an implementation overview including a complete process flow and architecture designs showing the interrelation of all the components of the solution to be supplied. This should include an implementation approach and schedule. Bidders are required to demonstrate how the solution integrating with the various components works as a whole		0.5
		3. KRA preference is to partner with OEM in implementing suitable solution. In this regard, the OEM(s) will take a lead role in implementing the solution. Bidders are therefore required to demonstrate proof of OEM(s) partnership in providing leadership in implementing the solution		1

		4. Bidders should propose a work plan with details of the main activities and sub-activities to deliver the project. The plan should describe the activities and the expected deliverables and time-lines including any dependencies and interrelationships.		**0.5**
		5. The work plan should take into account the expected delivery timelines of the assignment, deliverables, duration and interrelations		**0.5**
		6. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan		**0.5**
		7. A detailed project plan consistent with the Terms of Reference with all milestones and timelines MUST be provided.		**0.5**
21.0	Leverage on existing infrastructure	1. The proposal shall include options to utilise the existing platform(s), systems, hosting server and hardware used at the Kenya Revenue Authority		**0.5**
22.0	System demo	1. Successful bidder will be required to demonstrate system capabilities		**1**

23.0	Pre-implementation workshop	1. The successful bidder shall hold a pre-implementation workshop with stakeholders to avail an opportunity to assess the extent to which the system meets user expectations		**1**
	Grand Total score			**119**

Overall Technical Evaluation Score

No.	**Technical Requirement**	**Maximum Scores**
1.	**Technical Part A (Requirement Comprehensive Specifications)**	**208**
2.	**Technical Part B (Automation of Manual SCM Workflows)**	**147**
3.	**Technical Part C (Requirements Applicable to all Modules)**	**119**
	Grand Total Score	**474**
	Prorated Maximum score of 80	
	Prorated cut-off Score of 75	